



## Notice of Privacy Practices for Northview Medical House Calls PLC

**THIS NOTICE DESCRIBES HOW MEDICAL INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION. PLEASE REVIEW IT CAREFULLY.**

This Notice describes the Northview Medical House Calls privacy practices.

We may use or disclose (share) medical information with each other for treatment, payment and day-to-day operations.

### Our Commitment To You

Northview Medical House Calls strives to protect your medical information. The law requires us to keep your medical information private. We must give you this Notice about our privacy practices and follow these practices.

### How We May Use and Share Your Medical Information

We may use or share your medical information for:

- Treatment (such as sending medical information to other medical staff members involved in your care),
- Payment (such as billing your insurance)
- Health Care Operations (ie. measuring our performance).

In some cases, we may use or share your medical information without your permission. We may give out information about you for public health purposes; reports of abuse, neglect, or domestic violence; health oversight audits or inspections; research studies; funeral arrangements; organ donations; government programs; workers' compensation; and emergency situations. We may share patient information when required by law, such as in response to a request from police or in response to court orders.

We may contact you to remind you about appointments, to tell you about different treatment options and services, or for fundraising programs. We may share your medical information with a family member or friend who helps with your care.

### Your Rights Concerning Your Medical Information

You have the right to look at and to get a copy of your medical information. Northview Medical House Calls may charge a fee for this service. You may ask us to change any medical information that you think is wrong or incomplete. You may have a list of certain disclosures we have made about you. You may ask us to communicate with you in special ways. You may ask for restrictions on the information we share about you. If you think your privacy rights have been violated, you have the right to complain to us and to the federal government. You have the right to a paper copy of this Notice.

We reserve the right to make changes to this Notice. We will post a current Notice on our website [www.northviewmedicalhousecalls.com](http://www.northviewmedicalhousecalls.com).

Effective: March 21, 2011

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### **DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION. PLEASE REVIEW IT CAREFULLY.**

You may call the Northview Medical House Calls office if you have questions about this Notice. The number is (989) 282-4003

The Northview Medical House Calls in order to serve you better, we give you this Notice about our privacy practices and your privacy rights. The Health Insurance Portability and Accountability Act of 1996 (HIPAA) guarantees your privacy rights.

#### **Our Pledge Regarding Medical Information**

We know that your medical information is personal. We will protect your medical information. We create a record of the care and services you receive from Northview Medical House Calls. We need this record to give you complete and comprehensive care. We also need this record to comply with the law. This Notice applies to records we create for your care from Northview Medical House Calls.

This Notice tells you about the ways that we may use and share your medical information. It also describes your rights.

We are required by law to:

- Make sure that medical information that identifies you is kept private,
- Give you this Notice of our legal duties and privacy practices concerning your medical information.
- Follow the terms of this Notice currently in effect.

#### **How We May Use and Share Your Medical Information**

We may use and share your medical information as listed below. Not every possible use or disclosure will be listed. However, all of the ways we may use and share information falls into one of these areas.

- **For Treatment.** We may use your medical information to give you medical care. We may share your medical information with doctors, nurses, technicians, students or other Northview Medical House Calls workers. For example, departments may share your medical information to plan your care. This may include prescriptions, lab work, and x-rays. We may share your medical information with people not at Northview Medical House Calls. This may include referring physicians and home health care nurses who are treating you.
- **For Payment.** We may use and share your medical information with your insurance plan or others who help pay for your care. For example, we may tell your health plan about a treatment you are going to receive. We do this to find out if your plan will pay for the treatment.
- **For Health Care Operations.** We may use and share your medical information for our operations. These uses and disclosures help us run our programs and make sure our patients receive quality care. For example, we may use medical information to review our treatment and services. We may use medical information to measure the performance of our staff and how they care for you. We may share medical information with doctors, nurses, technicians, students, and other health care workers for teaching purposes.
- **Business Associates.** We may contract with outside businesses to provide some services for us. For example, we may use the services of transcription or collection agencies. Under such contracts, we may share your medical information with them to do the job we have asked them to do. These contracts require businesses to protect the medical information we share with them.
- **Appointment Reminders.** We may contact you to remind you about your appointment for

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medical care.

- **Treatment Alternatives.** We may use and share medical information to tell you about different types of treatment available to you. We may use and share medical information to tell you about other benefits and services related to your health.
- **People Involved In Your Care.** Unless you ask us not to, we may share your medical information with a family member or friend who helps with your medical care. We may share your medical information with a group helping with disaster relief efforts. We do this so your family can be told about your location and condition. If you are not present or able to say no, we may use our judgment to decide if sharing your information is in your best interest.
- **As Required By Law.** We will share your medical information when required to do so by federal, state or local law.
- **To Prevent A Serious Threat** To Health Or Safety. We may use and share your medical information to prevent a serious threat to your health and safety and that of others. We will only share your medical information with persons who can help prevent the threat.

### How We May Use and Share Your Medical Information Special Situations

- **Organ and Tissue Donation.** We may share medical information with groups that handle and monitor organ donations and transplants. Military. If you are in the U.S. or foreign armed services, we may share your medical information as required by the proper military authorities.
- **Workers' Compensation.** We may share your medical information for workers' compensation or programs like it. We may do this to the extent required by law.
- **Public Health Risks.** We may share your medical information for public health activities. We may do so as required by law. For example, we may share your medical information:
  - to prevent or control disease, injury or disability;
  - to report births and deaths;
  - to report child abuse or neglect;
  - to report reactions to medicines or problems with products;
  - to tell you about product recalls;
  - to tell you if you have been exposed to a disease or may be at risk for catching or spreading a disease or condition; and
  - to tell the proper government department if we believe a patient has been the victim of abuse, neglect or domestic violence. We will only share this information when ordered or required by law.
- **Health Oversight Activities and Registries.** We may share your medical information with government agencies that oversee health care. We may do so for activities approved by law. For example, these activities include: audits, investigations, inspections and licensure surveys. The government uses these activities to monitor the health care system. It also monitors the outbreak of disease, government programs, compliance with civil rights laws, and patient outcomes. We may share medical information with government registries.
- **Lawsuits and Disputes.** If you are in a lawsuit or a dispute, we may share your medical information in response to a court order, legal demand or other lawful process.
- **Law Enforcement.** We may share medical information if asked to do so by a law enforcement official:

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- to report certain types of wounds;
- to respond to a court order, subpoena, warrant, summons or similar process;
- to identify or locate a suspect, fugitive, material witness, or missing person;
- about the victim of a crime, if under certain limited circumstances, we are unable to obtain the victim's agreement;
- about a death we believe may be caused by a crime;
- in emergency circumstances to report a crime; the location of the crime or victims; or the identity, description or location of the person who may have committed the crime.
- **Coroners, Medical Examiners and Funeral Directors.** We may share medical information with a coroner or medical examiner. For example, we may do this to identify a deceased person or to determine the cause of death. We may share medical information with funeral directors as necessary to carry out their duties.
- **National Security.** We may share your medical information with the proper federal officials for national security reasons.

### Your Rights Regarding Medical Information About You

You have the following rights regarding medical information we maintain about you:

- **Right To Inspect and To Receive Copies.** You have the right to look at and to receive copies of the medical information used to make decisions about your care. Usually, this includes medical and billing records. It does not include some records such as psychotherapy notes.

To look at and to receive copies of medical information used to make decisions about you, you must submit your request in writing. We may charge a fee for the costs of processing your request. Call Release Northview Medical House Calls at (989) 282-4003 to get more details.

In some limited cases, we may say no to your request, such as a request for psychotherapy notes. You may ask that such a decision be reviewed. To ask for a review, contact Northview Medical House Calls at (989)282-4003.

- **Right To Amend.** If you think that medical information we have about you is wrong or incomplete, you have the right to ask for an amendment to your record. To ask for a change to your record, you must make your request in writing and submit it to the Manager of Services; 1184 Cleaver Rd Suite 300; Caro, MI 48723. Also, you must give a reason that supports your request.

We may say no to your request for an amendment to your record. We may do this if it is not in writing or does not include a reason to support the request. We also may say no to your request if you ask us to amend information that:

- we did not create, unless the person or entity that created the information is no longer available to make the amendment;
- is not part of the records used to make decisions about you;
- is not part of the information which you are permitted to inspect and to receive a copy; or is accurate and complete.

- **Right To an Accounting of Disclosures.** You have the right to get a list of the disclosures we made of your medical information. This list will not include all disclosures that we made. For example, this list will not include disclosures that we made for treatment, payment or health care operations.

To ask for this list you must submit your request in writing on the approved form. We will give the form to you upon request.

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- **Right To Request Restrictions.** You have the right to ask for a restriction or limitation on the medical information we use or share for treatment, payment or health care operations. You also have the right to ask for a limit on the medical information we share with someone who is involved in your care or in the payment for your care. Such a person may be a family member or friend. We do not have to agree to your request. If we do agree, we will fulfill your request unless the information is needed to provide you with emergency treatment.

To ask for restrictions, you must make your request in writing on a form that we will give you upon request. You must tell us:

- what information you want to limit,
- how you want us to limit the information, and
- to whom you want the limits to apply.

- **Right To Request Confidential Communications.** You have the right to ask us to communicate with you about medical matters in a certain way or at certain places. You must make your request in writing on a form that we will give you upon request. We will fulfill all reasonable requests.
- **Right To a Paper Copy of This Notice.** You may ask us to give you a copy of this Notice at any time. Even if you have agreed to get this Notice electronically, you still have a right to a paper copy of this Notice.

### Revisions To This Notice

We may update this Notice to show any changes in our privacy practices. We reserve the right to make the updated Notice effective for medical information we already have about you. It also will be effective for any information we receive in the future. We will post a copy of the current Notice in the places where you receive services. The effective date of this Notice is on the first page, in the top, right-hand corner.

### Complaints

If you think your privacy rights have been violated, you may file a complaint with Northview Medical House Calls or with the Secretary of the Department of Health and Human Services. If you want to file a complaint with Northview Medical House Calls, contact the Owner of Northview Medical House Calls at 989-282-4003. You will not be penalized for filing a complaint.

### Other Uses of Medical Information

Other uses and disclosures of medical information not covered by this Notice or by other laws that apply to us will be made only with your written permission. If you give your permission to use or share your medical information, you may cancel that permission, in writing, at any time. If you cancel your permission, we will no longer use or share your medical information for the reasons covered by your written permission. We cannot take back any disclosures we have already made with your permission. We are required to keep records of the care that we provided to you.

**END**