

# NOTICE OF PRIVACY PRACTICES

Prepared by REACH Employee Assistance, Inc.

Effective Date: April 14, 2003

This notice describes how information about you may be used and released and how you can get access to this information. PLEASE REVIEW IT CAREFULLY

This notice applies to all records generated by REACH Employee Assistance, Inc. personnel, or Business Associates.

## ► OUR RESPONSIBILITIES

We are required by law to maintain the privacy of your clinical health information and provide a description of our privacy practices. We will abide by the terms of this notice and notify you if we cannot agree to a requested restriction.

## USE AND RELEASE OF HEALTH INFORMATION

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With your written consent, we may use and release your clinical health information for reasons of:

- Payment, Treatment, Healthcare Operations
- Business Associates
- Appointment Reminders
- Treatment Alternative Education
- Health-related Benefits or Services
- As required by law to State/Federal Agencies
- Family or friends involved in your care
- Entities assisting in Disaster Relief

## YOUR HEALTH INFORMATION RIGHTS

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Although your health record is the physical property of the healthcare provider, you have the **Right** to:

- Access Information
- Request Amendments
- An Accounting of Disclosures
- Request Privacy Restrictions
- Request Alternate Communication
- File Complaints
- Obtain a Detailed Copy of this Notice

Please refer all requests to our Privacy Official.

### **Access:**

You have the right to inspect and copy clinical health information that may be used to make decisions about your care. There are limited circumstances in which we can deny your request. These denials must be provided to you in writing, and you may request a second review in writing.

(OVER)

**Amend:**

If you feel that the clinical health information we have about you is incorrect or incomplete, you may ask us to amend, or add to the information. You have the right to request an amendment for as long as the information is kept by our offices.

We may deny your request for an amendment and if this occurs, you will be notified of the reason for the denial in writing.

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**AN ACCOUNTING OF DISCLOSURES:**

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You have the right to request an accounting of disclosures of clinical health information about you.

**Request Restrictions:**

You have the right to request a restriction or limitation on the clinical health information we use or release about you for treatment, payment or health care operations. You also have the right to request a limit on the clinical health information we release about you to someone who is involved in your care or the payment for your care, like a family member or friend. We are not required to agree to your request, but will do so if the request is reasonable.

**Request Confidential Communications:**

You have the right to request that we communicate with you about clinical health matters in a certain way or at a certain location. We will agree to the request to the extent that it is reasonable for us to do so. We reserve the right to contact you by other means and at other locations if you fail to respond to communications from us.

**▶ A PAPER COPY OF THIS NOTICE:**

You have the right to a detailed 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 receive this notice electronically, you are still entitled to a paper copy of this notice.

**▶ COMPLAINTS**

If you believe your privacy rights have been violated, you may file a complaint with us by contacting the Privacy Official or with the Secretary of the Department of Health and Human Services. All complaints must be submitted in writing. You will not be penalized for filing a complaint.

**▶ OTHER USES OF CLINICAL HEALTH INFORMATION**

Other uses and disclosures of I information not covered by this notice or the laws that apply to us will be made only with your written permission. If you provide us permission to use or release clinical health information about you, you may withdraw that permission, in writing, at any time.

**▶ CHANGES TO THIS NOTICE**

We reserve the right to change this notice and the revised or changed notice will be effective for information we already have about you as well as any information we receive in the future. The current notice will be provided in this office and include the effective date. We can provide additional copies of the notice when you check in for future appointments, at your request.

***If you have any questions about this notice, would like to request a form or have any complaints, please contact:***

***Privacy Official: Rachel Padilla, Director of Intake, REACH Employee Assistance, Inc. Phone Number: 1-800-273-5273***