

Hloov Kho Zaum Kawg: Lub Yim Hli 11, 2023

LUS CEEB TOOM TXOG COV TXHEEJ TXHEEM CEEV COV NTAUB NTAWV NOJ QAB HAUS HUV UAS RAUG TIV THAIV

## Koj Cov Ntaub Ntawv Kev Noj Qab Haus Huv Uas Raug Tiv Thaiv. Koj Cov Cai. Peb Cov Luag Haujlwm.

Tsab Ntawv Ceeb Toom Txog Cov Txheej Txheem Ceev Cov Ntawv no ("Tsab Ntawv Ceeb Toom") qhia txog yuav ua li cas koj cov ntaub ntawv noj qab haus huv uas raug tiv thaiv uas sau los ntawm lossis sawv cev rau Possible Health Medical PC, Possible Health NJ PC, Possible Health CA PC, Jane Medical PLLC, Hey Health PC, thiab Possible Health LLC ("Hey Jane PCs") (cov ntaub ntawv zoo li no, "PHI") tej zaum yuav raug siv thiab muab qhia thiab yuav ua li cas koj thiaj nkag mus saib tau koj cov ntawv PHI. Peb Tsab Ntawv Ceeb Toom Txog Cov Txheej Txheem Ceev Cov Ntawv tsis siv rau cov kev pabcuam uas TSIS muaj muab los ntawm lossis sawv cev rau Hey Jane PCs, xws li Un-Whisper Network, The Lounge, thiab qee nplooj ntawv web uas tsis tau lees paub ntawm [www.heyjane.com](http://www.heyjane.com) uas tsis yog qhov chaw nkag rau cov kev pabcuam kho mob. Cov kev pabcuam zoo li no yuav tsum ua raws li Txoj Cai Tswj Xyuas Kev Ntiag Tug muaj nyob ntawm <https://www.heyjane.com/privacy>. Thov nyeem daim Ntawv Ceeb Toom no kom zoo.

### Koj Cov Cai

Koj muaj cai raws li nram no:

- Tau txais ib daim ntawv ntawm koj daim ntawv teev cov ntaub ntawv kho mob (medical record) ua ntawv lossis hluav taws xob
- Kho koj daim ntawv teev cov ntaub ntawv kho mob sau rau hauv ntawv lossis hluav taws xob
- Thov kev sib txuas lus tsis pub lwm tus paub
- Hais kom peb txwv PHI uas peb muab nthuav tawm
- Tau txais cov npe ntawm cov uas peb tau muab koj cov ntawv PHI qhia rau
- Tau txais ib daim ntawv ntawm tsab ntawv ceeb toom txog kev ntiag tug no
- Xaiv ib tug neeg los sawv cev rau koj
- Sau ntawv tsis txaus siab yog tias koj ntseeg tias koj cov cai ntiag tug raug yuam cai lawm

### Koj Cov Kev Xaiv

Koj muaj qee qhov kev xaiv hauv txoj hau kev uas peb siv thiab muab PHI qhia raws li peb:

- Qhia rau tsev neeg thiab cov phooj ywg txog koj tus mob
- Muab kev pabcuam thaum muaj kev puas tsuaj
- Muab koj tso rau hauv daim ntawv teev npe hauv tsev kho mob
- Muab kev kho kev nyuaj siab
- Qhia txog peb cov kev pabcuam thiab muag koj cov ntawv PHI
- Nrhiav nyiaj txiag

### Peb Cov Kev Siv thiab Kev Qhia Tawm

Peb muaj cai siv thiab nthuav koj cov ntawv PHI thaum peb:

- Kho koj
- Khiav peb lub koom haum
- Sau nqi rau koj cov kev pabcuam
- Pab txog cov teeb meem kev noj qab haus huv rau pej xeem thiab kev nyab xeeb

- Ua kev tshawb fawb
- Ua raws li txoj cai
- Ua haujlwm nrog tus kws kuaj mob lossis tus thawj coj pam tuag
- Hais txog cov neeg ua haujlwm cov nyiaj them poob haujlwm, tub ceev xwm, thiab lwm yam kev thov los ntawm tsoomfww
- Teb rau cov foob thiab cov kev cai lij choj

## Koj Cov Cai

**Thaum hais txog koj cov ntawv PHI, koj muaj qee cov cai.** Tshooj no piav qhia txog koj cov cai thiab qee qhov ntawm peb cov luag haujlwm los pab koj.

### Tau txais ib daim ntawv hluav taws xob lossis qauv ntawv luam koj cov ntaub ntawv kho mob

- Koj muaj cai thov saib lossis tau txais ib daim ntawv hluav taws xob lossis ntawv ntawm koj cov ntaub ntawv kho mob thiab lwm yam PHI uas peb muaj txog koj. Hais kom peb qhia tias qhov no yuav ua li cas.
- Peb yuav muab ib daim ntawv lossis cov ntsiab lus ntawm koj cov ntawv PHI, feem ntau tsis pub dhau 30 hnuv tom qab koj qhov kev thov. Peb muaj cai tsub ib tus nqi tes tsim nyog, raws li txoj kev siv.

### Hais kom peb kho koj cov ntaub ntawv kho mob

- Koj tuaj yeem hais kom peb kho cov ntawv PHI txog koj uas koj xav tias tsis raug lossis tsis tiav. Hais kom peb qhia tias qhov no ua li cas.
- Peb muaj cai hais tias "tsis tau" rau koj qhov kev thov, tab sis peb yuav sau ntawv qhia koj tias vim li cas tsis pub dhau 60 hnuv.

### Thov kev sib txuas lus tsis pub lwm tus paub

- Koj muaj cai hais kom peb txuas lus nrog koj raws li txoj kev uas koj xaiv (piv txwv li, xov tooj hauv tsev lossis xov tooj chaw ua haujlwm) lossis xa ntawv mus rau qhov chaw nyob txawv.
- Peb yuav hais tias "tau" rau txhua qhov kev thov tsim nyog.

### Hais kom peb txwv qhov peb siv lossis muab qhia

- Koj muaj cai hais kom peb tsis txhob siv lossis muab qee yam PHI nthuav qhia rau kev kho mob, kev them nyiaj, lossis peb cov kev ua haujlwm. Peb tsis tas yuav pom zoo rau koj qhov kev thov, thiab peb muaj cai hais tias "tsis tau" yog tias nws yuav cuam tshuam rau koj txoj kev kho mob.
- Yog tias koj them nqi rau ib qho kev pabcuam lossis khoom siv kho mob tawm ntawm koj lub hnuv ris tag nrho, koj muaj cai hais kom peb tsis txhob muab qhov PHI ntawd nthuav qhia rau lub hom phiav ntawm kev them nyiaj lossis peb cov haujlwm nrog koj lub tuam txhab them nqi kho mob. Peb yuav hais tias "tau" tshwj tsis yog txoj cai lij choj xav kom peb muab qhov PHI ntawd nthuav qhia.

### Muab tau cov npe ntawm cov uas peb tau muab koj cov ntawv PHI qhia rau

- Koj muaj cai thov ib daim ntawv teev npe (accounting) ntawm cov sij hawm uas peb tau muab koj cov ntawv PHI nthuav qhia rau 6 lub xyoo ua ntej hnuv koj thov, thiab seb peb tau muab nws qhia rau leej twg, thiab vim li cas.
- Peb yuav suav txhua qhov kev qhia tawm tshwj tsis yog cov uas hais txog kev kho mob, kev them nyiaj, thiab kev ua haujlwm kho mob, thiab qee yam kev qhia tawm (xws li ib qho twg uas koj hais kom peb ua). Peb muab tau ib daim ntawv teev npe (accounting) hauv ib xyoo pub dawb tab sis yuav tsub ib tus nqi tes tsim nyog, raws li kev siv yog tias koj thov ib qho ntxiv tsis pub dhau 12 lub hlis.

### Tau txais ib daim ntawv ntawm tsab ntawv ceeb toom txog kev ntiag tug no

Koj muaj cai thov ib daim qauv ntawv luam tsab ntawv ceeb toom no txhua lub sij hawm, txawm tias koj tau pom zoo kom tau txais tsab ntawv ceeb toom hauv hluav taws xob lawm los xij. Peb yuav muab ib daim ntawv rau koj kom sai.

## **Xaiv ib tug neeg los sawv cev rau koj**

- Yog tias koj tau tso cai rau kom ib tug neeg ua tus muaj cai txiav txim rau koj txoj kev kho mob (medical power of attorney) lossis yog tias ib tug neeg yog koj tus neeg saib xyuas raws cai, tus neeg ntawd muaj cai siv koj cov cai thiab txiav txim txog koj cov ntawv PHI.
- Peb yuav xyuas kom tseeb tias tus neeg ntawd muaj txoj cai no thiab muaj cai sawv cev rau koj ua ntej peb ua ib yam haujlwm dabtsi.

## **Sau ntawv tsis txaus siab yog tias koj xav tias koj cov cai raug yuam cai**

- Koj muaj cai tsis txaus siab yog tias koj xav tias peb tau ua txhaum koj cov cai ntiag tug ntawm cov ntaub ntawv kho mob xws li sau ntawv tuaj rau peb ntawm [privacy@heyjane.co](mailto:privacy@heyjane.co).
- Koj muaj cai sau ntawv tsis txaus siab mus rau lub U.S. Department of Health and Human Services Office for Civil Rights xws li xa ntawv mus rau 200 Independence Avenue, S.W., Washington, D.C. 20201, hu rau 1-877-696-6775, lossis mus saib [www.hhs.gov/ocr/privacy/hipaa/complaints/](http://www.hhs.gov/ocr/privacy/hipaa/complaints/).
- Peb yuav tsis txhob txwm ua ib yam pauj qhov koj ua daim ntawv tsis txaus siab.

## **Koj Cov Kev Xaiv**

**Rau qee yam kev siv, koj muaj cai qhia peb seb koj xav kom peb nthuav dabtsi tawm xwb.** Yog tias koj paub zoo tias koj nyiam kom peb nthuav qhia koj cov ntawv PHI licas rau cov sijhawm piav hauv qab no, ces tham rau peb. Qhia peb tias koj xav kom peb ua dab tsi, thiab peb yuav ua raws nraim li koj cov lus qhia.

Hauv cov kev siv no, koj muaj cai thiab kev xaiv los qhia peb kom:

- Muab cov ntaub ntawv qhia rau koj tsev neeg, cov phooj ywg sib raug zoo, lossis lwm tus uas koom nrog hauv koj txoj kev kho mob
- Muab cov ntaub ntawv qhia hauv ib qho xwm txheej pab thaum muaj kev puas tsuaj
- Muab koj cov ntaub ntawv tso rau hauv daim ntawv teev npe hauv tsev kho mob

Yog tias koj tsis tuaj yeem qhia peb koj qhov kev nyiam, piv txwv li yog tias koj tsaus muaj tsis nco qab lawm, peb tuaj yeem mus tom ntej thiab muab koj cov ntawv PHI nthuav qhia yog tias peb ntseeg tias nws yog qhov zoo tshaj rau koj. Peb kuj muaj cai muab koj cov ntawv PHI nthuav qhia thaum yuav tsum ua li no kom thiab li txo ib kev txaus ntshai uas loj thiab yuav tshwm sim sai rau txoj kev noj qab haus huv lossis kev nyab xeeb.

Hauv cov kev siv no, peb yeej tsis muab koj cov ntawv PHI nthuav qhia tshwj tsis yog koj muab ntawv tso cai rau peb:

- Siv ua kev lag luam
- Muag koj cov ntawv PHI
- Kev nthuav qhia tej ntawv sau txog kev kho kev nyuaj siab

Hauv cov kev siv no ntawm kev nrhiav nyiaj txiag:

- Peb tuaj yeem tiv tauj koj rau kev nrhiav nyiaj txiag, tab sis koj tuaj yeem qhia peb kom tsis txhob tiv tauj koj ntxiv.

## **Peb Cov Kev Siv thiab Kev Qhia Tawm**

### **Peb ib txwm siv lossis muab koj cov ntawv PHI qhia li cas?**

Peb ib txwm siv lossis muab koj cov ntawv PHI qhia hauv cov hau kev hauv qab no.

## **Kho koj**

Peb muaj cai siv koj cov ntawv PHI thiab muab qhia rau lwm tus kws tshaj lij uas tab tom kho koj.

*Piv txwv: Ib tug kws kho mob kho koj rau tus kab mob xa ib qho kev txiav txim kuaj mob mus rau ib chav kuaj mob.*

*Piv txwv: Peb yuav muab PHI txog koj qhia rau lub tsev muag tshuaj uas yuav muab koj cov tshuaj.*

## **Khiav peb lub koom haum**

Peb muaj cai siv thiab muab koj cov ntawv PHI qhia kom khiav peb qhov kev coj ua, txhim kho koj txoj kev kho mob, thiab tiv tauj koj thaum tsim nyog. Piv txwv: Peb siv PHI txog koj los tswj koj txoj kev kho mob thiab cov kev pabcuam.

## **Sau nqi rau koj cov kev pabcuam**

Peb muaj cai siv thiab muab koj cov ntawv PHI qhia kom sau nqi thiab tau txais kev them nyiaj los ntawm cov phiaj xwm kev noj qab haus huv lossis lwm lub koom haum. Piv txwv: Yog tias koj qhov kev tuav pov hwm kev noj qab haus huv them rau koj txoj kev kho mob, peb muab PHI txog koj qhia rau koj qhov kev tuav pov hwm kev noj qab haus huv kom nws thiaj them rau koj cov kev pabcuam.

## **Peb muaj cai siv lossis muab koj cov ntawv PHI qhia li cas ntxiv?**

Peb muaj cai lossis raug txoj cai yuam kom muab koj cov ntawv PHI qhia hauv lwm txoj hau kev – feem ntau hauv txoj hau kev uas pab rau pej xeem, xws li kev noj qab haus huv rau pej xeem thiab kev tshawb fawb. Peb yuav tsum ua raws li ntau yam hauv txoj cai lij choj ua ntej peb yuav muab tau koj cov ntawv PHI nthuav qhia rau cov hom phiaj no. Yog xav paub ntxiv mus saib: [www.hhs.gov/ocr/privacy/hipaa/understanding/consumers/index.html](http://www.hhs.gov/ocr/privacy/hipaa/understanding/consumers/index.html).

## **Pab txog cov teeb meem kev noj qab haus huv rau pej xeem thiab kev nyab xeeb**

Peb muaj cai muab PHI txog koj qhia thaum muaj qee yam xwm txheej xws li:

- Tiv thaiv kab mob
- Pab rau tes haujlwm nqus khoom rov qab (product recalls)
- Qhia txog kev phiv tshuaj
- Qhia txog kev xav tias muaj kev tsim txom, tsis saib xyuas, lossis kev tsim txom hauv tsev
- Tiv thaiv lossis txo qhov tej yam kev txaus ntshai rau tib neeg txoj kev noj qab haus huv lossis kev nyab xeeb

## **Ua kev tshawb fawb**

Peb muaj cai siv lossis muab koj cov ntawv PHI qhia rau kev tshawb fawb txog kev noj qab haus huv.

## **Ua raws li txoj cai**

Peb yuav muab PHI txog koj qhia yog tias lub xeev lossis tsoomfwv cov cai hais yuam tsum kom ua li ntawd, suav nrog rau Department of Health and Human Services yog tias nws xav pom tias peb tab tom ua raws li tsoomfwv txoj cai ntiag tug.

## **Teb rau cov kev thov pub khoom nruab nrog cev thiab nqaij**

Peb muaj cai muab PHI txog koj qhia rau cov koom haum nrhiav khoom nruab nrog cev.

## **Ua haujlwm nrog tus kws kuaj mob lossis tus thawj coj pam tuag**

Peb muaj cai muab PHI qhia rau tus kws kuaj neeg tuag, tus kws kuaj mob, lossis tus thawj coj pam tuag thaum ib tug neeg tuag.

## Hais txog cov neeg ua haujlwm cov nyiaj them poob haujlwm, tub ceev xwm, thiab lwm yam kev thov los ntawm tsoomfwv Peb muaj cai siv lossis muab PHI txog koj qhia:

- Rau cov neeg ua haujlwm cov nyiaj them poob haujlwm (workers' compensation claims)
- Rau lub hom phiaj ntawm tub ceev xwm lossis nrog ib tug tub ceev xwm
- Nrog cov koom haum saib xyuas kev noj qab haus huv rau cov dej num uas tso cai los ntawm txoj cai lij choj
- Rau tsoomfwv cov haujlwm tshwj xeeb xws li tub rog, kev ruaj ntseg hauv tebchaws, thiab cov kev pabcuam tiv thaiv thawj tswj hwm

### Teb rau cov foob thiab cov kev cai lij choj

Peb tuaj yeem muab PHI txog koj qhia hauv kev teb rau lub tsev hais plaub lossis kev txiav txim tswj hwm, lossis hauv kev teb rau daim ntawv yuam kom mus ntsib tsev hais plaub. Peb yuav ua tiag ceeb toom rau koj txog cov kev thov kev cai lij choj rau koj cov ntawv PHI thaum tsim nyog hauv peb qhov kev txiav txim, tshwj tsis yog txwv los ntawm txoj cai lij choj lossis tsev hais plaub txiav txim lossis thaum qhov kev thov yog ib qho xwm txheej ceev. Peb muaj cai tsis pom zoo cov kev thov zoo li no thaum peb ntseeg, nyob ntawm peb pom zoo, tias cov kev thov yog dav dhau, tsis meej lossis tsis muaj txoj cai tsim nyog.

### Peb Cov Luag Haujlwm

- Peb yuav tsum ua raws li txoj cai lij choj kom tswj hwm kev ntiag tug thiab kev ruaj ntseg ntawm koj cov ntawv PHI.
- Peb yuav qhia rau koj paub tam sim ntawd yog tias muaj kev ua txhaum cai tshwm sim uas tej zaum yuav cuam tshuam kev ntiag tug lossis kev ruaj ntseg ntawm koj cov ntawv PHI.
- Peb yuav tsum ua raws li cov dej num thiab cov kev coj ua ntiag tug tau piav qhia hauv daim ntawv ceeb toom no thiab muab ib daim ntawv rau koj.
- Peb yuav tsis siv lossis muab koj cov ntawv PHI qhia lwm yam tshaj li tau piav qhia ntawm no tshwj tsis yog koj qhia peb tias pub peb ua tau hauv ntawv. Yog tias koj qhia peb tias pub peb ua tau, koj muaj cai hloov siab tau txhua lub sij hawm. Qhia rau peb paub hauv ntawv yog tias koj hloov siab.

### Hnub Pib Siv

Hnub Pib Siv ntawm Tsab Ntawv Ceeb Toom no yog hnub Hloov Kho Zaum Kawg nyob rau saum toj. Rau cov ntaub ntawv ntiv mus saib: [www.hhs.gov/ocr/privacy/hipaa/understanding/consumers/noticepp.html](http://www.hhs.gov/ocr/privacy/hipaa/understanding/consumers/noticepp.html).