



Notice of Privacy Practices

Equality Health Center (EHC) is committed to safeguarding the privacy of your health information and the confidentiality of your visit. 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.

The Health Insurance Portability and Accountability act of 1996 (HIPAA) requires that we give our patients notice outlining our privacy practices, patient rights regarding personal and protected health information, and our legal obligations regarding personal information (PHI) EHC reserves the right to revise this notice.

EHC may use your health information for the purpose of:

1. Treatment

A staff member or health care provider may record and use your health information within our medical chart in order to provide the best possible care for you.

2. Payment

A staff member may use your personal health information in order to determine and obtain accurate payment, as in calling your insurance company to verify benefits.

3. Operations

EHC may use your health information to operate our business. Examples are:

- a) **Quality Assurance:** Staff may use and review your health information in order to assess the quality of the care that you received.
- b) **Business Operations:** EHC collaborates with some business associates to run our organization. An example would be an accountant. All EHC business associates are required by law to safeguard your information.

Disclosures required by law:

1. Law Enforcement

EHC may disclose health information when required to do so by law. For example, your health information could be disclosed in response to a valid subpoena. EHC would make every effort to inform you prior to any disclosure required by law.

2. Public Health

As required by law, we may disclose your health information to public health authorities in order to prevent or control disease, injury, disability, or abuse.

3. Food and Drug Administration (FDA)

We may disclose health information to the FDA. An example would be if a product, drug, or device prescribed caused adverse effects or proved to be defective.

Your Health Information Privacy Rights

Although your health record is the physical property of EHC, the information belongs to you. You have the right to:

- Request restrictions on certain uses and disclosures of your information.
- Inspect and have a copy of your medical record.
(Please note: EHC retains records on clients for: 10 years after last date of service/treatment for adults over the age of 18. For minors, EHC retains records for 10 years after the date of legal maturity, which in New Hampshire is age 18.)
- Request an amendment to the information in your medical record.
- Request confidential communications. You may request that we contact you at certain locations. We will make every attempt to honor your request. EHC reserves the right to provide safe healthcare by being able to contact you.
- Authorize the disclosure of your personal health information for uses other than treatment, payment, or operations. You may revoke any authorization.
- You have a right to receive a copy of this notice.
- You have the right to file a complaint without fear of retaliation or penalty.

EHC's Responsibilities:

We are required to:

- Maintain and respect the privacy of your health information.
- Abide by the terms of this notice.
- Attempt to accommodate your requests regarding restrictions on the use and disclosure of your health information.
- Notify you if we are unable to agree to a requested restriction or amendment.
- Accommodate reasonable requests you have for confidential communications.

How to File a Complaint

If you believe your privacy rights have been violated by EHC you may file a complaint by writing to any of the following:

1. HIPAA Privacy Officer at EHC 38 South Main Street, Concord, NH 03301 or by fax (603) 228- 6255.
2. New Hampshire Department of Health and Human Services, Health Facilities Administration, 129 Pleasant Street, Concord, NH 03301.
3. Secretary of the Department of Health and Human Services at 200 Independence Ave., SW, Washington, DC 20201.

You will not be penalized or retaliated against for filing a complaint.