



The Arc of Amador and Calaveras Notice of Privacy Practices for Protected Health Information (PHI)

This notice describes how health/service information about you may be used and disclosed and how you can get access to this information. Please review it carefully.

The Arc of Amador and Calaveras takes your privacy seriously and wants to inform you about the information included in your records, how your information is stored, and how your information is used to provide you with the highest quality supports and services.

Per state and federal regulations, The Arc of Amador and Calaveras is required to keep copies of your documented records on file.

I. How The Arc of Amador and Calaveras Uses and Discloses Your Service/health information:

***To plan and provide your support and service.** Examples of this include the development and implementation of your Individual Service Plan, Individual Habilitation Service Plan and service documents such as individual outcomes.

***To communicate with the interdisciplinary team** members who support you such as your Service Coordinator, direct service employee, family member, guardian, or advocate. Support team members may discuss your service plan without specific written consent.

***For Health Care Operations**-Members of a quality assurance team may use information in your record to assess the outcomes of your service.

***Obtain reimbursement for you service.** We will be billing the party authorized to submit payment for your service. Billing information may include demographic information such as Name, Date of Birth, Phone Number, Social Security Number, Medical Identification Number and/or Medical Assistance Number, Rate of Service provided, (cost), and Diagnosis of Disability.

***Inform public health officials** charged with improving health care. These activities generally include the following: To prevent or control disease, injury or disability, and to report suspected abuse or neglect.

***Oversight Activities.** We may disclose health information to a health oversight agency for activities authorized by law. These include, for example, audits, investigations, inspections and licensure. These activities are necessary for the government to monitor the health care system, Government programs and compliance with civil laws.

***Business Associates.** For example, we may disclose information to an associate involved in your support such as the van driver, or members of your support team. The information may be shared verbally, through mail, or electronically.

***Others** involved in your support such as family members, unless you object in writing.

***As required by law enforcement activities, judicial and administrative proceedings.** We may disclose information if requested to do so by a law enforcement official of if you are involved in a law suit or dispute.

***Fundraising Activities.** We may use pictures and/or names of Individuals to promote public awareness; this may include newspaper articles, pictures, brochures and the web site. We will always get your consent, or the consent of your conservator before this is done.

***To avert a Serious Threat to Health or Safety.** We may use and disclose health information about you when necessary to prevent a serious threat to your health and safety or the health and safety of another person. Any disclosure is limited to someone able to help prevent the threat.

Authorization for Use or Disclosure

Except as outlined in the above section, your service information will not be used or disclosed to any other person or entity without your specific Authorization, which may be revoked at any time.

II. Your Protected Information Rights:

You have the right to:

*Request a restriction on certain uses and disclosures of your protected service/health information

*Obtain a paper copy of this Notice of Privacy Practices upon request

- *Inspect your protected information
- *Request a copy of your information
- *Request amendments to your information
- *Request communication of your protected information by alternative means at an alternative address
- *Revoke your consent to use or disclose information to the extent that it has not already been relied upon
- *File a complaint with The Arc of Amador and California if you believe that your privacy rights have been violated

All requests including those revoking consent must be made in writing and addressed to The Arc of Amador and Calaveras, Executive Director.

III. The Arc of Amador and Calaveras Service Duties:

- *Maintain the privacy of protected service/health information
- *Provide you with a notice as to our legal duties and privacy practices with respect to protected information we collect and maintain about you
- *Abide by the terms of this notice
- *Notify you if we are unable to agree to a requested restriction
- *Accommodate reasonable requests you may have to communicate protected information by alternative means or at an alternative address
- * Disclose only what has been requested and nothing further

IV. Notice of Privacy Practices Availability

The terms described in this notice will be posted in the main office and at program sites. All individuals entering into services with The Arc of Amador and Calaveras will be given a hard copy and staff will review the information as part of the intake process. In addition, on an annual basis, this information will be reviewed with each individual at the time of the individual's annual planning meeting. This notice will be maintained and available for downloading at the following website address:

www.arcofamador.org

The Arc of Amador and Calaveras may change its privacy practices and make new privacy practices effective for all protected information we maintain. Should our privacy practices change, we will mail a revised notice to the address you have supplied to us.

V. For More Information or to report a Problem:

Complaints to The Arc of Amador and Calaveras must be addressed to the Executive Director. There will be no retaliation for filing a complaint.

If you have a question and would like additional information, you may contact:

The Arc of Amador and Calaveras

75 Academy Drive

Sutter Creek, CA 95685

(209) 267-5978

Approved 3/29/21