



## Urgent Care of Mountain View's NOTICE OF PRIVACY PRACTICES

Effective Date 2/1/2016

**We respect patient confidentiality and only release personal health information about you in accordance with the State and federal law. This notice describes our policies related to the use of the records of your care and how you may get access to the information. Please review this policy carefully.**

**Privacy Contact.** If you have any questions about this policy or your rights, contact our privacy officer.

### USE AND DISCLOSURE OF PROTECTED HEALTH INFORMATION

In order to effectively provide care, there are times when we will need to share your personal health information with others beyond the urgent care practice for:

**Treatment.** With your permission, we may use or disclose personal health information about you to provide, coordinate, or manage your care or any related services, including sharing information with others outside of the urgent care that we are consulting with or referring you to.

**Payment.** Information will be used to obtain payment for the treatment and services provided. This will include contacting your health insurance company for prior approval of planned treatment or for billing purposes.

**Operations.** We may use information about you to coordinate our business activities. This may include setting up your appointments, reviewing your care, and training staff.

**Information Disclosed Without Your Consent.** Under state and federal law, information about you may be disclosed without your consent in the following circumstances:

**Emergencies.** Sufficient information may be shared to address the immediate emergency you are facing.

**Follow Up Appointments/Care.** We will be contacting you to remind you of future appointments or information about treatment alternatives or other health-related benefits and services that may be of interest to you.

**As Required by Law.** This would include situations where we have a subpoena, court order, or are mandated to provide public health information, such as communicable diseases or suspected abuse and neglect such as child abuse, elder abuse, or institutional abuse.

**Governmental Requirements.** We may disclose information to a health oversight agency for activities authorized by law, such as audits, investigations, inspections, and licensure. There also might be a need to share information with the Food and Drug Administration related to adverse events or product defects. We are also required to share information, if requested with the Department of Health and Human Services to determine our compliance with federal laws related to health care.

**Criminal Activity or Danger to Others.** If a crime is committed on our premises or against our personnel, we may share information with the law enforcement to apprehend the criminal. We also have the right to involve law enforcement and to warn any potential victims when we believe an immediate danger may exist to someone, or if we believe you present a danger to yourself.