

**GUILFORD CENTER  
BEHAVIORAL HEALTH & DISABILITY SERVICES  
NOTICE OF PRIVACY PRACTICES**

**This Notice is effective on April 14, 2003**

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**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.**

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**WE ARE REQUIRED BY LAW  
TO PROTECT MEDICAL INFORMATION ABOUT YOU**

We are required by law to protect the privacy of medical information about you and that identifies you. This medical information may be information about health care we provide to you or payment for health care provided to you. It may also be information about your past, present, or future medical condition.

We are also required by law to provide you with this Notice of Privacy Practices explaining our legal duties and privacy practices with respect to medical information. We are legally required to follow the terms of this Notice. In other words, we are only allowed to use and disclose medical information in the manner that we have described in this Notice.

We may change the terms of this Notice in the future. We reserve the right to make changes and to make the new Notice effective for all medical information that we maintain. If we make changes to the Notice, we will:

- Post the new Notice in our waiting area
- Have copies of the new Notice available upon request (you may always contact our Privacy Officer at (336) 641-4522 to obtain a copy of the current Notice)

The rest of this Notice will:

- Discuss how we may use and disclose medical information about you
- Explain your rights with respect to medical information about you
- Describe how and where you may file a privacy-related complaint

If, at any time, you have questions about information in this Notice or about our privacy policies, procedures or practices, you can contact our Privacy Officer at (336) 641-4522.

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| <p style="text-align: center;"><b>WE MAY USE AND DISCLOSE MEDICAL INFORMATION<br/>ABOUT YOU IN SEVERAL CIRCUMSTANCES</b></p> |
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We use and disclose medical information about consumers' everyday. This section of our Notice explains in some detail how we may use and disclose medical information about you in order to provide health care, obtain payment for that health care, and operate our business efficiently. This section then briefly mentions several other circumstances in which we may use or disclose medical information about you. For more information about any of these uses or disclosures, or about any of our privacy policies, procedures or practices, contact our Privacy Officer at (336) 641-4522.

### **1. Treatment**

We may use and disclose medical information about you to provide health care treatment to you. In other words, we may use and disclose medical information about you to provide, coordinate or manage your health care and related services. This may include communicating with other health care providers regarding your treatment and coordinating and managing your health care with others.

*Example:* Jane is feeling depressed about her recent divorce. She calls in to the Access Center to get help at the Guilford Center. The Access Staff Person will use Jane's health information to assess Jane's need for service. The Access Staff Person will use the health information about Jane to refer Jane to an appropriate health care provider.

### **2. Payment**

We may use and disclose medical information about you to obtain payment for health care services that you received. This means that, within the Guilford Center, we may use medical information about you to arrange for payment (such as preparing bills and managing accounts). We also may disclose medical information about you to others (such as insurers, collection agencies, and consumer reporting agencies). In some instances, we may disclose medical information about you to an insurance plan before you receive certain health care services because, for example, we may want to know whether the insurance plan will pay for a particular service.

*Example:* Jane is receiving services at the Guilford Center. The Guilford Center will use Jane's health information to verify that she has health insurance (private, Medicaid, Medicare, etc). The health information will be used to receive payment for services.

### **3. Health care operations**

We may use and disclose medical information about you in performing a variety of business activities that we call “health care operations.” These “health care operations” activities allow us to, for example, improve the quality of care we provide and reduce health care costs. For example, we may use or disclose medical information about you in performing the following activities:

- Reviewing and evaluating the skills, qualifications, and performance of health care providers taking care of you.
- Providing training programs for students, trainees, health care providers or non-health care professionals to help them practice or improve their skills.
- Cooperating with outside organizations that evaluate, certify or license health care providers, staff or facilities in a particular field or specialty.
- Reviewing and improving the quality, efficiency and cost of care that we provide to you and our other patients.
- Improving health care and lowering costs for groups of people who have similar health problems and helping manage and coordinate the care for these groups of people.
- Cooperating with outside organizations that assess the quality of the care others and we provide, including government agencies and private organizations.
- Planning for our organization’s future operations.
- Resolving grievances within our organization.
- Reviewing our activities and using or disclosing medical information in the event that control of our organization significantly changes.
- Working with others (such as lawyers, accountants and other providers) who assist us to comply with this Notice and other applicable laws.

**Example:** Jane was diagnosed with depression. The Guilford Center used Jane’s health care information – as well as health care information from all other mental health center consumers diagnosed with depression – to develop an education program to help consumers recognize the early symptoms of depression. (Note: The education program would not identify any specific consumers without their permission.)

**Example:** Jane complained that she did not receive appropriate mental health care. The Guilford Center reviewed Jane’s record to evaluate the quality of the care provided to Jane. The Guilford Center also discussed Jane’s care with the Guilford Center’s Medical Director.

#### **4. Persons involved in your care**

We may disclose medical information about you to a relative, close personal friend or any other person you identify if that person is involved in your care and the information is relevant to your care. If the patient is a minor, we may disclose medical information about the minor to a parent, guardian or other person responsible for the minor except in limited circumstances. For more information on the privacy of minors’ information, contact our Privacy Officer at (336) 641-4522.

We may also use or disclose medical information about you to a relative, another person involved in your care or possibly a disaster relief organization (such as the Red Cross) if we need to notify someone about your location or condition.

You may ask us at any time not to disclose medical information about you to persons involved in your care. We will agree to your request and not disclose the information except in certain limited circumstances (such as emergencies) or if the patient is a minor. If the patient is a minor, we may or may not be able to agree to your request.

***Example:*** Jane's husband regularly comes to the Guilford Center with Jane for her appointments and he helps her with her medication. When the nurse is discussing a new medication with Jane, Jane invites her husband to come into the private room. The nurse discusses the new medication with Jane and Jane's husband.

## **5. Required by law**

We will use and disclose medical information about you whenever we are required by law to do so. There are many state and federal laws that require us to use and disclose medical information. For example, state law requires us to report gunshot wounds and other injuries to the police and to report known or suspected child abuse or neglect to the Department of Social Services. We will comply with those state laws and with all other applicable laws.

## **6. National priority uses and disclosures**

When permitted by law, we may use or disclose medical information about you without your permission for various activities that are recognized as "national priorities." In other words, the government has determined that under certain circumstances (described below), it is so important to disclose medical information that it is acceptable to disclose medical information without the individual's permission. We will only disclose medical information about you in the following circumstances when we are permitted to do so by law. Below are brief descriptions of the "national priority" activities recognized by law. For more information on these types of disclosures, contact our Privacy Officer at (336) 641-4522.

- **Threat to health or safety:** We may use or disclose medical information about you if we believe it is necessary to prevent or lessen a serious threat to health or safety.
- **Public health activities:** We may use or disclose medical information about you for public health activities. Public health activities require the use of medical information for various activities, including, but not limited to, activities related to investigating diseases, reporting child abuse and neglect, monitoring drugs or devices regulated by the Food and Drug Administration, and monitoring work-related illnesses or injuries. For example, if you have been exposed to a communicable disease (such as a sexually transmitted disease), we may report it to the State and take other actions to prevent the spread of the disease.
- **Abuse, neglect or domestic violence:** We may disclose medical information about you to a government authority (such as the Department of Social Services) if you are

an adult and we reasonably believe that you may be a victim of abuse, neglect or domestic violence.

- **Health oversight activities:** We may disclose medical information about you to a health oversight agency – which is basically an agency responsible for overseeing the health care system or certain government programs. For example, a government agency may request information from us while they are investigating possible insurance fraud.
- **Court proceedings:** We may disclose medical information about you to a court or an officer of the court (such as an attorney). For example, we would disclose medical information about you to a court if a judge orders us to do so.
- **Law enforcement:** We may disclose medical information about you to a law enforcement official for specific law enforcement purposes. For example, we may disclose limited medical information about you to a police officer if the officer needs the information to help find or identify a missing person.
- **Coroners and others:** We may disclose medical information about you to a coroner, medical examiner, or funeral director or to organizations that help with organ, eye and tissue transplants.
- **Workers' compensation:** We may disclose medical information about you in order to comply with workers' compensation laws.
- **Research organizations:** We may use or disclose medical information about you to research organizations if the organization has satisfied certain conditions about protecting the privacy of medical information.
- **Certain government functions:** We may use or disclose medical information about you for certain government functions, including but not limited to military and veterans' activities and national security and intelligence activities. We may also use or disclose medical information about you to a correctional institution in some circumstances.

## 7. Authorization

Other than the uses and disclosures described above (#1-6), we will not use or disclose medical information about you without the “authorization” – or signed permission – of you or your personal representative. In some instances, we may wish to use or disclose medical information about you and we may contact you to ask you to sign an authorization form. In other instances, you may contact us to ask us to disclose medical information and we will ask you to sign an authorization form.

If you sign a written authorization allowing us to disclose medical information about you, you may later revoke (or cancel) your authorization in writing (except in very limited circumstances related to obtaining insurance coverage). If you would like to revoke your authorization, you may write us a letter revoking your authorization or fill out an Authorization Revocation Form. Authorization Revocation Forms are available from our Privacy Officer. If you revoke your authorization, we will follow your instructions except to the extent that we have already relied upon your authorization and taken some action.

**YOU HAVE RIGHTS WITH RESPECT  
TO MEDICAL INFORMATION ABOUT YOU**

You have several rights with respect to medical information about you. This section of the Notice will briefly mention each of these rights. If you would like to know more about your rights, please contact our Privacy Officer at (336) 641-4522.

**1. Right to a copy of this Notice**

You have a right to have a paper copy of our Notice of Privacy Practices at any time. In addition, a copy of this Notice will always be posted in our waiting area. If you would like to have a copy of our Notice, ask the receptionist for a copy or contact our Privacy Officer.

**2. Right of access to inspect and copy**

You have the right to inspect (which means see or review) and receive a copy of medical information about you that we maintain in certain groups of records. If you would like to inspect or receive a copy of medical information about you, you must provide us with a request in writing. You may write us a letter requesting access or fill out an Access Request Form. Access Request Forms are available from our Privacy Officer.

We may deny your request in certain circumstances. If we deny your request, we will explain our reason for doing so in writing. We will also inform you in writing if you have the right to have our decision reviewed by another person.

If you would like a copy of the information, we will charge you a fee to cover the costs of the copy. The Guilford Center charges \$3.00 for the first three pages and 25 cents for any copies after three pages.

We may be able to provide you with a summary or explanation of the information. Contact our Privacy Officer for more information on these services and any possible additional fees.

**3. Right to have medical information amended**

You have the right to have us amend (which means correct or supplement) medical information about you that we maintain in certain groups of records. If you believe that we have information that is either inaccurate or incomplete, we may amend the information to indicate the problem and notify others who have copies of the inaccurate or incomplete information. If you would like us to amend information, you must provide us with a request in writing and explain why you would like us to amend the information. You may either write us a letter requesting an amendment or fill out an Amendment Request Form. Amendment Request Forms are available from our Privacy Officer.

We may deny your request in certain circumstances. If we deny your request, we will explain our reason for doing so in writing. You will have the opportunity to send us a statement explaining why you disagree with our decision to deny your amendment request and we will share your statement whenever we disclose the information in the future.

#### **4. Right to an accounting of disclosures we have made**

You have the right to receive an accounting (which means a detailed listing) of disclosures that we have made for the previous six (6) years. If you would like to receive an accounting, you may send us a letter requesting an accounting, fill out an Accounting Request Form, or contact our Privacy Officer. Accounting Request Forms are available from our Privacy Officer.

The accounting will not include several types of disclosures, including disclosures for treatment, payment or health care operations. It will also not include disclosures made prior to April 14, 2003.

If you request an accounting more than once every twelve (12) months, we will charge you a \$25.00 fee to cover the costs of preparing the accounting.

#### **5. Right to request restrictions on uses and disclosures**

You have the right to request that we limit the use and disclosure of medical information about you for treatment, payment and health care operations.

We are not required to agree to your request.

If we do agree to your request, we must follow your restrictions (except if the information is necessary for emergency treatment). You may cancel the restrictions at any time. In addition, we may cancel a restriction at any time as long as we notify you of the cancellation and continue to apply the restriction to information collected before the cancellation.

#### **6. Right to request an alternative method of contact**

You have the right to request to be contacted at a different location or by a different method. For example, you may prefer to have all written information mailed to your work address rather than to your home address.

We will agree to any reasonable request for alternative methods of contact. If you would like to request an alternative method of contact, you must provide us with a request in writing. You may write us a letter or fill out an Alternative Contact Request Form. Alternative Contact Request Forms are available from our Privacy Officer.

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**YOU MAY FILE A COMPLAINT**

## ABOUT OUR PRIVACY PRACTICES

If you believe that your privacy rights have been violated or if you are dissatisfied with our privacy policies or procedures, you may file a complaint either with us or with the federal government. We will not take any action against you or change our treatment of you in any way if you file a complaint.

To file a written complaint with the Guilford Center, you may bring your complaint to the department or you may mail it to the following address:

*Mr. Richard Mapp  
Privacy Officer  
Guilford Center  
4015 W. Wendover Ave.  
Greensboro, NC 27407*

To file a complaint with the federal government, you may send your complaint to the following address:

*Office for Civil Rights  
U.S. Department of Health and Human Services  
200 Independence Avenue, SW  
Room 509F, HHH Building  
Washington, D.C. 20201*

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## ADDITIONAL NOTICE PROVISIONS

This sample Notice is intended to serve only as a starting point. Every entity's Notice will be different because it must reflect the policies and procedures of the individual entity. Discussed below are several provisions that are not included in the sample Notice. Each entity should evaluate its practices and determine which, if any, of the following it should include in its Notice. In addition, each entity may decide to include other provisions that are not discussed in this sample. The Notice is intended to serve as a communication tool between the entity and the individual – the entity should feel free to include as much information as it believes is necessary for the populations they serve.

### **Acknowledgment**

The proposed modifications to the privacy rule include a requirement that most providers make a good faith effort to obtain a written acknowledgment that the individual (or his or her personal representative) has received the Notice (except in emergency treatment situations). The proposed modification does not specify the form or format of this acknowledgment and does not require a signature. If the proposed modification is adopted in a final rule, providers should modify their Notice procedures and possibly their Notices to obtain such an acknowledgment. For example, a provider may want to include a cover page or a last page on the Notice and request the individual to sign or initial the cover page and return it to the provider during the first encounter. Alternatively, a provider may want to develop a “log” or sign-in sheet for individuals to sign so that all Notice acknowledgments are collected in the same place.

### **Website**

If the provider has a website, it must also prominently post the Notice on the website including any revisions to the Notice. It must also make the notice available electronically through the website (for example, the notice could be available to download in PDF format). The first section of the Notice should include an additional bullet explaining where revised Notices will be available, such as:

- Post the new Notice on our website ([www.guilfordcenter.com](http://www.guilfordcenter.com)).

### **Appointment reminders**

If the provider intends to send appointment reminders to patients, the second section of the Notice should include additional information such as:

- We may use and/or disclose medical information about you to send you reminders about an appointment.

### **Treatment alternatives**

If the provider intends to contact patients about treatment alternatives or other health related benefits (including health education programs), the second section of the Notice should include additional information such as:

- We may use and/or disclose medical information about you in order to inform you of or recommend new treatment or different methods for treating a medical condition that you

have or to inform you of other health related benefits and services that may be of interest to you.

**Example:** Jane is a patient at the health department and she has been diagnosed with diabetes. The health department developed an educational program to help diabetes patients manage their diets. The health department sends Jane a flyer with information about the program.

### **Fundraising activities**

If the provider intends to use information about patients to contact them for fundraising purposes, the second section of the Notice should include additional information such as:

- We may use and/or disclose medical information about you, including disclosure to a foundation, to contact you to raise money for the health department. We would only release information about how to contact you and possibly the dates that you received care at the health department. If we send you fundraising materials, the materials will explain how you can inform us that you do not wish to receive any more materials. You may also contact our Privacy Officer at any time if you would prefer not to receive fundraising materials.

### **Facility directories**

If the provider intends to use information about patients in facility directories (i.e., patient information lines), the second section of the Notice should include additional information such as:

- We may use your name, your room number, your condition and your religious affiliation to maintain a patient directory. We may disclose this information to visitors who ask for you by name and to members of the clergy.

### **Marketing**

If the provider intends to use information about patients for marketing purposes that do not require an authorization (face-to-face communications or a promotional gift of nominal value), the second section of the Notice should include additional information such as:

- We may use medical information about you to contact you in person or by other means to encourage you to purchase or use a product or service. In some instances, we may use medical information about you to send you a small promotional gift.