

Del Norte Ambulance Privacy Policy

(Updated February 2013)

Del Norte Ambulance is committed to protecting
your Personal Health Information.

Below is a description regarding how Del Norte Ambulance may use your medical information, and how you can get access to your Personal Health Information (PHI). This notice applies to all patient records provided to you by Del Norte Ambulance.

Privacy Policy

No. 1 – Del Norte Ambulance is legally required to protect your PHI.

We are required by law to maintain the privacy of your health information, provide you with this notice, and to comply with this notice.

No. 2 – How Del Norte Ambulance may use, and when it may disclose, your PHI.

The law allows Del Norte Ambulance to use and/or disclose PHI under specific circumstances. For example:

- a. With your verbal permission, we can give PHI to a close family member (spouse, parent, children.) With your permission, we can also provide PHI to your primary caregiver.
- b. To other health care professionals directly involved in your treatment.
- c. In an emergency, or when you are not capable of agreeing or disagreeing to these disclosures, if Del Norte Ambulance personnel believe this is in your best interest. Del Norte Ambulance will notify you after such an event.
- d. To parties so that Del Norte Ambulance can be reimbursed for the services we provide. This includes, but is not limited to, insurance companies, federal insurance-style agencies (Medicare, Medicaid), and third-party liability companies.
- e. When used for training purposes, or for the protection of employees, or other first responders, such as firefighters, law enforcement, etc.
- f. When required by law.

3 -- Other Uses and Disclosures of Your Protected Health Information

Other uses and disclosures of your PHI that are not covered by this Notice or the laws that apply to us will be made only with your written authorization. If you give us written authorization for a use or disclosure of your PHI, you may revoke that authorization, in writing, at any time. If you revoke your authorization we will no longer use or disclose your PHI for the purposes specified in the written authorization, except that we are unable to retract any disclosures we have already made with your permission.

4 -- You have the following rights:

- a. To request limits on the uses and disclosures of your PHI. These requests need to be made in writing to the Del Norte Ambulance privacy officer. Each case will be taken on an individual basis. Del Norte Ambulance reserves the right to overrule your request in all emergency situations.
- b. To have us send information to the address of your choice, and in the delivery manner of your request. Please notify the Del Norte Ambulance privacy officer in writing.
- c. To look at and copy your PHI. Please make your request in writing. Del Norte Ambulance reserves the right to verify all requests. If a request is denied, Del Norte Ambulance will notify you in writing, and explain your appeal options.
- d. To correct, or add to, your PHI. Please notify the Del Norte Ambulance privacy officer in writing of why such a correction or addition is needed. Please note Del Norte Ambulance cannot amend PHI if the information was created by another company or agency, it not part of the PHI we maintain, is not part of the PHI that you would be allowed to see or copy, or if it is determined that the information is, in fact, complete and accurate. If a request is denied, we will inform you in writing, and explain your appeal options.
- e. To know whom disclosures were made, and to what agencies.

Please note that Del Norte Ambulance reserves the right to verify identification of any one requesting information about Personal Health Information.

5 -- Complaints

In cases where you feel your privacy rights have been violated, we request you notify the Del Norte Ambulance privacy officer at once. Contact John W. Pritchett, Del Norte Ambulance privacy officer, P.O. Box 306, Crescent City, CA 95531.

You can also contact the U.S. Department of Health and Human Services, 200 Independence Ave. S.W., Washington DC, 20201. Or call them at (877) 696-6775. Please note that we will never retaliate against an individual for filing a complaint.

6 – Revisions.

Del Norte Ambulance reserves the right to change the terms of this notice at any time, and the changes will be effective immediately and will apply to all information maintained by the company. Any changes will be promptly posted on our website, as well as in all paperwork given to patients at the time of service.

Questions

Del Norte Ambulance takes its privacy policy seriously. Feel free to contact Del Norte Ambulance with any questions regarding our privacy policy. Contact John Pritchett, at 707-487-1116, during normal business hours.