



NOTICE OF PRIVACY PRACTICES

Effective: April 14, 2003
Revised Sept 23, 2013
Revised May 21, 2015
Revised May 1, 2017
Revised Sept 18th 2018
Revised Aug. 13th 2019

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.

Cabarrus Health Alliance collects and maintains health information about you and is required by law to protect the privacy of your health information. We are required to provide you with this Notice of Privacy Practice.

You're Rights with Respect to Medical Information About You.

You have the following rights with respect to medical information that we maintain about you.

• **Right to Request Restrictions.**

You have the right to request that we restrict the uses or disclosures of medical information about you. *We are not required to agree to any requested restriction.* The restriction can be terminated by either parties at any time.

• **Right to Receive Confidential Communications.**

You have the right to request that we communicate medical information about you to you in a certain way or at a certain location. Example: You may prefer to have all written information mailed to your work address rather than your home address.

• **Right to Inspect and Obtain Copy.**

With a few very limited exceptions, you have the right to inspect and obtain a copy of medical information about you.

You have the right to request an electronic copy of your protected health information.

• **Right to Amend.**

You have the right to ask us to amend medical information about you. You have this right for so long as the medical information is maintained by us.

If we deny your request, we will inform you of the basis for the denial. You will have the right to submit a statement disagreeing with our denial.

• **Right to an Accounting of Disclosures.**

You have the right to receive an accounting of disclosures of medical information about you. The accounting may be for up to six (6) years prior to the date on which you request the accounting but not before April 14, 2003.

• **Right to be notified of a Breach**

You have the right to be notified in the event that a Breach occurs involving your protected health information.

- **Right to Copy of this Notice.**

You have the right to obtain a paper copy of our Notice of Privacy Practices or you may request an electronic copy. You may obtain a paper copy even though you agreed to receive the notice electronically. You may request a copy of our Notice of Privacy Practices at any time. You may obtain a copy of our Notice of Privacy Practices over the Internet at our web site, www.CabarrusHealth.org To exercise these rights, you must submit your request in writing to: **Privacy Officer, Cabarrus Health Alliance 300 Mooresville Road, Kannapolis, NC 28081.**

How We May Use and Disclose Medical Information About You

We use and disclose medical information about you for a number of different purposes. Each of those purposes is described below.

- **For Treatment.**

We may use medical information about you to provide, coordinate or manage your healthcare and related services by both us and other health care providers. We may disclose medical information about you to doctors, nurses, hospitals and other health facilities who become involved in your care. For example, we may consult with other health care providers concerning you and as part of the consultation, share your medical information with them. Similarly, we may refer you to another health care provider and as part of the referral share medical information about you with that provider. This includes Mental Health and Behavioral Health records unless I object. I understand that if I object, I must notify CHA in writing. I understand that this does not apply to Substance Use Records protected under 45 C.F.R. part 2.

- **For Payment.**

We may use and disclose medical information about you so we can be paid for the services we provide to you. This can include billing you, your insurance company, or a third party payer, or collection agency. For example, we may need to give your insurance company information about the health care services we provide to you so your insurance company will pay us for those services or reimburse you for amounts you have paid. We also may need to provide your insurance company or a government program, such as Medicare or Medicaid, with information about your medical condition and the health care you need to receive to determine if you are covered by that insurance or program. If you pay for the services that we provide for you and no third-party payers are involved, you have the right to restrict disclosures of protected health information to a health plan for the service that you remitted payment for, if you paid the service in full. This includes Mental Health and Behavioral Health records unless I object. I understand that if I object, I must notify CHA in writing. I understand that this does not apply to Substance Use Records protected under 45 C.F.R. part 2.

- **For Health Care Operations.**

We may use and disclose medical information about you for our own health care operations. These are necessary for us to operate Cabarrus Health Alliance and to maintain quality health care for our patients. For example, we may use medical information about you to review the services we provide and the performance of our employees in caring for you. We may disclose medical information about you to train our staff, volunteers and students working in Cabarrus Health Alliance. We also may use the information to study ways to more efficiently manage our organization. This includes Mental Health and Behavioral Health records unless I object. I understand that if I object, I must notify CHA in writing. I understand that this does not apply to Substance Use Records protected under 45 C.F.R. part 2.

How We Will Contact You.

Unless you tell us otherwise in writing, we may contact you by either telephone at your home, cell or work. At either location, we may leave messages for you on the answering machine or voice mail. We may contact you by sending mail to your home address.

Appointment Reminders.

We may contact you to remind you of an appointment you have with us.

- **Disaster Relief.**

We may use or disclose medical information about you to a public or private entity authorized by law or by its charter to assist in disaster relief efforts. This will be done to coordinate with those entities in notifying a family member, other relative, close personal friend, or other person identified by you of your location, general condition or death.

- **Individuals Involved in Your Care.**

We may disclose to a family member, other relative, a close personal friend, or any other person identified by you, medical information about you that is directly relevant to that persons involvement with your care or payment related 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. We also may use or disclose medical information about you to notify, or assist in notifying, those persons of your location, general condition, or death. You may ask us at any time not to disclose medical information about you to persons involved in you care. We will agree to your request and not disclose the information except in certain 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 with your request. If there is a family member, other relative, or close personal friend that you do not want us to disclose medical information about you to, please notify **Privacy Officer, 300 Mooresville Road, Kannapolis, NC 28081** or tell our staff member who is providing care to you.

- **Required by Law.**

We may use or disclose medical information about you when we are required to do so by law. **In special circumstances we may be permitted or required to disclose your information for:** Public Health Activities; Victims of Abuse, Neglect or Domestic Violence; Health Oversight Activities; Judicial and Administrative Proceedings; Disclosures for Law Enforcement Purposes; Coroners and Medical Examiners; Funeral Directors; Organ, Eye or Tissue Donation; Research; To Avert Serious Threat to Health or Safety to you or others; Military and veterans activities; National security and intelligence activities; Protective service for the president and others; Correctional institutions and other law enforcement custodial situations; Workers compensation or other similar programs; and to the government to demonstrate our compliance with the Privacy Rule.

Other Uses and Disclosures

- **Genetic Information Non-Discrimination Act (GINA)** Health plans that are HIPAA covered entities, except long term care policies, are prohibited from using or disclosing an individuals protected health information that is genetic information for underwriting purposes.
- We may ask you to participate in Marketing. This would require a signed authorizations by you to participate.
- You may be asked to participate in research opportunities, if so, we would obtain a signed informed consent by you consenting to be involved in the research.
- A signed authorization by you is required if you request for us to disclosure your psychotherapy records if applicable.
- CHA will adhere the N.C. State Mental Health Law GS 122c. You have the right to opt-out of disclosures for the purposes of TPO. If you elect to opt-out, you must do so by signing CHA's non-disclosure form. For the purposes of disclosure of mental health records for reasons other than TPO, You will be required to sign a patient authorization form.
- CHA will adhere to the Federal Law governing Substance Use Disorder (SUD) 42 C.F.R. Part 2. In compliance with this law, records containing such information will only be released when you sign either a patient authorization consent, when required by law, or by a court order.
- **Marketing:** CHA will not sell your PHI without your express written authorization. CHA will not use and /or disclose your PHI for which the rule expressly states that written authorization of the individual takes place first.
- Other uses and disclosures will be made only with your written authorization. You may revoke such an authorization at any time by notifying Cabarrus **Health Alliance, 300 Mooresville Road, Kannapolis, NC 28081 Attn: Privacy Officer** in writing of your desire to revoke it. However, if you revoke such an authorization, it will not have any effect on actions taken by us in reliance on it.

Health Information Exchanges

We provide your health care information to a health information exchange (HIE) in which we participate. A HIE is a health information database where other health care providers caring for you can access your medical information from wherever they are if they are members of the HIE. These providers may include your doctors, nursing facilities, home health agencies or other providers who care for you outside of our hospitals or our practices. For example, you may be traveling and have an accident in another area of the state. If the doctor treating you is a member of the HIE in which we participate, s/he can access the information about you that other providers have contributed. Accessing this additional information can help your doctor provide you with well-

-informed care quickly because s/he will have learned about your medical history or allergies or prescriptions from the HIE. If you do not want your medical information to be contributed to the HIE's and shared with these member healthcare providers, you can opt out by visiting the following sites: <https://hiea.nc.gov/patients/your-choices> (NC HealthConnex HIE) and www.CareConnectCarolinas.com, then follow their instructions on how to submit an opt out form. Note that if you opt out, your providers may not have the most recent information about you which may affect your care. You can always opt in at a later date by visiting www.CareConnectCarolinas.com or <https://hiea.nc.gov/patients/your-choices>.

If you are under the age of 18, please note the NC HIEA will not process your Opt Out unless your parent or legal guardian has signed your Opt Out Form, or you have been emancipated. If you are a minor and you receive treatment for (i) venereal disease and other reportable diseases, (ii) pregnancy, (iii) abuse of controlled substances or alcohol, and (iv) emotional disturbance, the NC HIEA is permitting providers to not submit data pertaining to those treatments to NC HealthConnex. Please speak with your health care provider to see if you are able to request that this information not be disclosed to NC HealthConnex. See N.C.G.S. 90-21.5 (Minor's consent sufficient for certain medical health services) and 145 C.F.R. §164.502 of HIPAA. It is important to note that providers themselves are required to not disclose this information to a parent or legal guardian unless medically necessary.

Our Duties

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- **Generally, We are required by law to maintain the privacy of medical information about you and to provide you with this notice of our legal duties and privacy practices with respect to medical information. We are required to abide by the terms of our Notice of Privacy Practices in effect at the time.**
- **Our Right to Change Notice of Privacy Practices.**
We reserve the right to change this Notice of Privacy Practices. We reserve the right to make the new notices provisions effective for all medical information that we maintain, including that created or received by us prior to the effective date of the new notice.
- **Availability of Notice of Privacy Practices.**
A copy of our current Notice of Privacy Practices will be posted in lobby areas. A copy of the current notice also will be posted on our web site, www.CabarrusHealth.org. At any time, you may obtain a copy of the current Notice of Privacy Practices by contacting Privacy Officer, Cabarrus Health Alliance, **300 Mooresville Road, Kannapolis, NC 28081.**
- **Complaints.**
You may complain to us and to the United States Secretary of Health and Human Services if you believe your privacy rights have been violated. All complaints should be submitted in writing. To file a complaint with us, contact **Privacy Officer, Cabarrus Health Alliance, 300 Mooresville Road, Kannapolis, NC 28081.** To file a complaint with the federal government: **Region IV Office for Civil Rights, US Dept of Health and Human Services, Atlanta Federal Center, Suite 3B70, 61 Forsyth St. SW, Atlanta, GA 30303-8909.** You will not be retaliated against for filing a complaint.
- **Questions and Information.**
If you have any questions or want more information concerning this Notice of Privacy Practices, please contact Privacy Officer, Cabarrus Health Alliance, 300 Mooresville Road, Kannapolis, NC 28081 Ph:704-920-1000 .