



NOTICE OF PRIVACY RIGHTS

This notice describes how medical information about you may be used and disclosed and how you can get access to this information.

Please review carefully

Effective: March 1, 2003

If you have any questions or requests, please contact
Cate Carroll at 1-800-662-8706.

The Arc of NC is dedicated to protecting your health information. We are required by law to maintain the privacy of protected health information (PHI) and to provide you with this Notice of our legal duties and privacy practices with respect to PHI. The Arc of NC is required by law to abide by the terms of this Notice.

HOW YOUR HEALTH INFORMATION WILL BE USED AND DISCLOSED:

We may use and disclose your PHI in performing business activities, which we call “health care operations.” These “health care operations allow us to improve the quality of care we provide and reduce health care cost. We may also use and/or disclose your information in accordance with federal and state laws for the following purposes:

Health Care Operations

- Reviewing and improving the quality, efficiency and cost of care that we provide to you and other individuals we support.
- Improving health care and lowering costs for groups of people who have similar health problems and to help manage and coordinate the care for these groups of people.
- Reviewing and evaluating the skills, qualifications, and performance of health care providers supporting you.
- Providing training programs for non-health care professionals to help them practice or improve skills (for example, billing clerks or assistants, etc.)
- Cooperating with outside organizations that assess the quality of the care we and other provide.
- Cooperating with outside organizations that evaluate, certify or license health care providers, staff or facilities.
- Assisting various people who review our activities.
- Planning for our organization’s future operations.
- Conducting business management and general administrative activities related to our organization and the services it provides, including providing info.
- Resolving grievances within our organization.
- Cooperation with the Secretary by sharing information with Community Care of NC or other primary care case management program for quality management purposes.

HOW YOUR HEALTH INFORMATION WILL BE USED AND DISCLOSED (continued):

Appointment Reminders

- We may contact you to provide appointment reminders.

Treatment Information

- We may use and disclose PHI about you to provide health care treatment to you.
- We may use and disclose PHI about you to provide, coordinate or manage your health care and related services.

Payment Services

- We may use and give your medical information to others to bill and collect payment for the treatment and services provided to you.
- We may share portions of your health information to billing departments, insurance companies, hospital departments.

Agency Directory

- We may use PHI to maintain a directory within the agency.

Fund Raising

- We may contact you to raise funds for The Arc of NC.

Disclosure to Department of Health and Human Services

- We may disclose health information when required by the United States Department of Health and Human Services as part of an investigation or determination of our compliance with relevant laws.

Family and Friends

- Unless you object, we may disclose your health information to family members, other relatives or close personal friends when the health information is directly relevant to that person's involvement with your care.

Notification

- Unless you object, we may use or disclose your health information to notify a family member, a personal representative or another person responsible for your care of your location, general condition or death.

HOW YOUR HEALTH INFORMATION WILL BE USED AND DISCLOSED (continued):

Disaster Relief

- We may disclose your health information to a public or private entity, such as the American Red Cross, for the purpose of coordinating with that entity to assist in disaster relief efforts.

Health Oversight Activities

- We may use or disclose your health information for public health activities, including the reporting of disease, injury, vital events and the conduct of public health surveillance, investigation and/or intervention. We may disclose your health information to a health oversight agency for oversight activities authorized by law, including audits, investigations, inspections, licensure or disciplinary actions, administrative and/or legal proceedings.

Abuse or Neglect

- We may disclose your health information when it concerns abuse, neglect or violence to you in accordance with federal and state law.

Legal Proceedings

- We may disclose your health information in the course of certain judicial or administrative proceedings.

Law Enforcement

- We may disclose your health information for law enforcement purposes or other specialized governmental functions.

Coroners, Medical Examiners and Funeral Directors

- We may disclose your health information to a coroner, medical examiner or a funeral director.

Organ Donation

- If you are an organ donor, we may disclose your health information to an organ donation and procurement organization.

Research

- We may use or disclose your health information for certain research purposes if an Institutional Review Board or a privacy board has altered or waived individual authorization, the review is preparatory to research or the research is on only decedent's information.

Public Safety

- We may use or disclose your health information to prevent or lessen a serious threat to the health or safety of another person or to the public.

Workers' Compensation

- We may disclose your health information as authorized by laws relating to workers' compensation or similar programs.

HOW YOUR HEALTH INFORMATION WILL BE USED AND DISCLOSED (continued):

Business Associates

- We may disclose your health information to a business associate with whom we contract to provide services on our behalf. To protect your health information, we require our business associates to appropriately safeguard the health information of our patients.

Authorization

We will not use or disclose your health information for any other purpose without your written authorization. Once given, you may revoke your authorization in writing at any time. To request a Revocation of Authorization form, you may contact:

Cate Carroll at The Arc of NC
343 E. Six Forks Rd., Suite 320, Raleigh, NC 27609
1-800-662-8706

YOUR RIGHTS REGARDING YOUR HEALTH INFORMATION

You have the following rights with respect to your health information:

- You may ask us to restrict certain uses and disclosures of your health information. We are not required to agree to your request, but if we do, we will honor it.
- **You have the right to receive communications from us in a confidential manner.**
- Generally, you may inspect and copy your health information. This right is subject to certain specific exceptions, and you may be charged a reasonable fee for any copies of your records.
- **You may ask us to amend your health information. We may deny your request for certain specific reasons. If we deny your request, we will provide you with a written explanation for the denial and information regarding further rights you may have at that point.**

- You have the right to receive an accounting of the disclosures of your health information made by The Arc of NC during the last six years (or following April 14, 2003), except for disclosures for treatment, payment or healthcare operations, disclosures which you authorized and certain other specific disclosure types.
- **You may request a paper copy of this Notice of Privacy Practices for Protected Health Information.**
- You have the right to complain to us and/or to the United States Department of Health and Human Services if you believe that we have violated your privacy rights. If you choose to file a complaint, you will not be retaliated against in any way. Please contact:

The Arc of North Carolina Attn: Cate Carroll 343 E. Six Forks Rd, Suite 320 Raleigh, NC 27609 1-800-662-8706	Office for Civil Rights US Department of Health & Human Services 61 Forsyth St., SW, Suite 3B70 Atlanta, GA 30323 404-562-7886; 404-331-2867 (TDD)
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If you would like further information regarding your rights or regarding the uses and disclosures of your health information, you may contact: **The Arc of NC, 343 E. Six Forks Rd., Ste. 320, Raleigh, NC 27609, 1-800-662-8706: Cate Carroll.**

THIS NOTICE IS EFFECTIVE AS OF April 1, 2003.