

The Arc of Chemung-Schuyler, Chapter, The Arc of New York

Notice of Privacy Practices

This notice describes The Arc of Chemung-Schuyler privacy practices and the privacy rights of people we support. A longer Privacy Notice (required by the Federal HIPAA Privacy Rule) is also available.

The HIPAA Privacy Rule does not change the way you get services from OPWDD, or the privacy rights you have always had under State Mental Hygiene law. The Privacy Rule adds some details about how you can exercise your rights.

This notice is effective as of September 1, 2013. If you have any questions about this notice, please contact the Quality Enhancement Specialist at 607.734.6151, extension 131.

Our Privacy Commitment to You

At The Arc of Chemung-Schuyler, we are committed to protecting your privacy and sharing information only with those who need to know and are allowed to see the information to assure quality services for you.

Your Clinical Information Rights

- ❑ You have a right to see your clinical information and obtain a copy.
- ❑ If we deny your request to see your clinical information, you have the right to request a review of that denial.
- ❑ You have the right to ask The Arc of Chemung-Schuyler to change or amend clinical information that you believe is incorrect or incomplete.
- ❑ You have the right to request a list of the disclosures The Arc of Chemung-Schuyler has made of your clinical information.
- ❑ You have the right to request a restriction on uses or disclosures of your health information.
- ❑ You have the right to request that The Arc of Chemung-Schuyler communicate with you in a way that will help keep your information confidential.
- ❑ You have the right to receive a paper copy of this notice. You may ask The Arc of Chemung-Schuyler staff to give you another copy.

How The Arc of Chemung-Schuyler Uses and Discloses Clinical Information

- ❑ **Treatment:** The Arc of Chemung-Schuyler will use your clinical information to provide you with treatment and services. We may disclose clinical information to doctors, nurses, psychologists, social workers, Qualified Intellectual Disabilities Professionals (QIDP's), developmental aides, and other Arc of Chemung-Schuyler staff, volunteers or interns who are involved

in providing you care or obtaining care for you.

- ❑ **Appointment Reminders:** We may use and disclose medical information to contact you as a reminder that you have an appointment for treatment or services at one of our programs.
- ❑ **Payment:** The Arc of Chemung-Schuyler will use your clinical information so that we can bill and collect payment from you, a third party, an insurance company, Medicare or Medicaid or other government agencies.
- ❑ **Health Care Operations:** The Arc of Chemung-Schuyler will use clinical information for administrative operations, such as for quality improvement to review our treatment and services, to obtain legal services, to conduct fiscal audits and for fraud and abuse detection.

Other Uses and Disclosures that Do Not Require your Permission

If you have no objections, The Arc of Chemung-Schuyler may disclose health/clinical information about you to:

- ❑ To family members and friends who are involved in your care, if the information is relevant to their involvement.
- ❑ Federal or State authorities when required by law;
- ❑ To law enforcement when required.

Your Authorization is Required for Other Uses and Disclosures

For other types of uses and disclosures, The Arc of Chemung-Schuyler will require that we have a written authorization signed by you.

Changes to this Notice

We reserve the right to change this notice. We will offer you a revised copy of the notice at your next scheduled service-planning meeting.

Complaints

If you believe your privacy rights have been violated:

- ❑ You may file a complaint with the Quality Enhancement Specialist at The Arc of Chemung-Schuyler, 711 Sullivan Street, Elmira, New York 14901 (607-734-6151 ext. 121)
- ❑ You may also contact the Secretary of the Department of Health and Human Services. To write to them: 200 Independence Ave. S.W. HHH Building Room 509H, Washington, DC, 20201 or call them at 877-696-6775
- ❑ The federal Office for Civil Rights 200 Independence Ave. S.W. Room 509F, HHH Bldg. Washington, D.C., 20201 Phone 866-627-7748, TTY 886-4989 or e-mail www.hhs.gov/ocr.

All complaints must be submitted in writing. You will not be penalized for filing a complaint.