

COUNTY OF NASH
120 West Washington Street
Nashville, North Carolina 27856

NOTICE OF PRIVACY PRACTICES

This Notice is effective on April 14, 2003

THIS NOTICE DESCRIBES HOW
MEDICAL INFORMATION ABOUT YOU
MAY BE USED AND DISCLOSED AND
HOW YOU CAN GET ACCESS TO THIS INFORMATION

PLEASE READ CAREFULLY.

WE ARE REQUIRED BY LAW
TO PROTECT MEDICAL INFORMATION

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 provided 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 agency waiting areas and on the county website.
• Have copies of the new Notice available upon request (you may contact the Privacy Official to obtain a copy of the current Notice).

The rest of this Notice will:

- Address 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 the Privacy Official.

WE MAY USE AND DISCLOSE MEDICAL
INFORMATION
ABOUT YOU IN SEVERAL CIRCUMSTANCES

We use and disclose medical information about patients 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 the Privacy Official.

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 coordination and managing your health care with others. It also includes transfer of information via radio or telephone to the hospital or dispatch center as well as providing the hospital with a copy of the written record we create in the course of providing you with treatment and transport.

2. Payment

We may use and disclose medical information about you to obtain payment for health care services that you received. This means that we may use medical information about you to arrange for payment (such as preparing bills and managing accounts either directly or through a third party billing company). We also may disclose medical information about you to others (such as insurers, collection and billing 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.

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.
• Creating reports that do not individually identify you for data collection purposes, fundraising and certain marketing activities, and in planning for future operations.
• Resolving grievances within our county.
• 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.

4. Breaches

In the event any type of breach occurs in any format, this will be reported to necessary enforcement agencies, as well as you will be informed of breaches that occur that could jeopardize your medical care and/or your finances.

5. Marketing

Nash County Health Department will not sell your PHI without your expressed written authorization. We will not use and/or disclose your PHI for which the rule expressly states that written authorization of the individual takes place first.

6. Person 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 the Privacy Official.

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. In situations where you are not capable of objecting (because you are not present or due to your incapacity or medical emergency), we may, in our professional judgment, determine that a disclosure to your family member, relative, or friend is in your best interest.

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.

7. 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, a 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.

8. 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. For more information on these types of disclosures, contact the Privacy Official.

- 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 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 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 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.

9. **NC Health Information Exchange Authority (NC HIEA)**
We participate in the NC Health Information Exchange Authority (NC HIEA), which operates North Carolina's state-designated health information exchange network, NC HealthConnex. This secure, standardized electronic system promotes the access, exchange, and analysis of health information to support treatment and continuity of care. If you are admitted to an NC HealthConnex participating health care facility not affiliated with Nash County Health Department, health care providers there will be able to see important health information held in our electronic medical record systems.

Your NC HealthConnex record includes medicines (prescriptions), lab and test results, imaging reports, conditions, diagnoses, or health problems. To ensure your health information is entered into the correct record, your full name, birth date, sex and social security numbers are included. All information contained in NC HealthConnex is kept private and used in accordance with applicable state and federal laws and regulations. The information is accessible to participating providers to support treatment and healthcare operations such as mandated disease reporting to the NC Division of Public Health.

You do not have to participate in the NC HIEA to receive care. Visit <https://hiea.nc.gov/patients/your-choices> for opt-out instructions or call 919-754-6912 for more information.

10. **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 by 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 receptionist or Privacy Official. 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.

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

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 the Privacy Official.

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 Official.
2. **Right to Request Restriction of Uses and Disclosures**
You have the right to request that we restrict how we use and disclose your medical information that we have about you for treatment, payment or health care operations. We are not required to agree to any restrictions you request, but any restrictions agreed to by Nash County are binding on Nash County unless an emergency arises.
3. **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 letter of request.

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, based on the current fee schedule, to cover the costs of the copy. We may be able to provide you with a summary or explanation of the information. Contact our Privacy Official for more information on these services and any possible additional fees.

4. **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 what we have is 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. You may write us a letter requesting an amendment or fill out a Request for Amendment Form. Request for Amendment Forms are available from our receptionist or Privacy Official.

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 this statement whenever we disclose the information in the future.

5. **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 of request or contact our Privacy Official.

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 may charge you a fee, based on the current fee schedule, to cover the costs of preparing the accounting.

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.

7. **Treatment Alternatives**
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.

8. **Acknowledgement**
Nash County will 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).

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. If you fail to get satisfaction, you may file 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. You must name the agency that is the subject of the complaint and describe the acts or omissions believed to be in violation of the applicable requirement. The complaint must be filed within 180 days of when the acts or omissions believed to have occurred.

To file a written complaint on paper or electronically with Nash County, you may bring your complaint to the appropriate department or you may mail it to one of the following addresses:

Emergency Medical Services: Privacy Official
252-459-9805 Nash County Office Building
120 W. Washington St,
Suite 1102
Nashville, NC 27856

Health Department: Privacy Official
252-459-9819 Nash County Health Dept.
P. O. Box 849
Nashville, NC 27856

Health Department Privacy Official
252-446-0027 Nash County Health Dept.
Rocky Mount Branch Office
322 S. Franklin Street
Rocky Mount, NC 27804

Nash County Website: www.co.nash.nc.us

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

Secretary, Health and Human Services

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