

Thurmont Community Ambulance Service, Inc.

NOTICE

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.

This notice is provided by Thurmont Community Ambulance Service, Inc. and is effective April 1, 2003

YOUR HEALTH INFORMATION RIGHTS

You have the following rights regarding the health information that Thurmont Community Ambulance Service, Inc. has about you:

Right to Inspect and Copy: You have the right to inspect and obtain a copy of your health information within 21 working days after you request disclosure. This request may include your medical, billing or health care payment information. It does not include information that is needed for civil, criminal or administrative actions or proceedings or psychotherapy notes. We may charge a fee for the costs of copying, mailing or other supplies associated with your request.

Right to Amend: If you feel that the health information Thurmont Community Ambulance Service, Inc. has created about you is incorrect or incomplete, you may ask us to amend that information. Thurmont Community Ambulance Service, Inc. may deny your request if you ask to amend information that: 1) was not created by Thurmont Community Ambulance Service, Inc.; 2) is not part of the health information kept by Thurmont Community Ambulance Service, Inc.; 3) is not part of the information which you would be permitted to inspect or copy; or 4) the information is determined to be accurate and complete.

Right to Accounting of Health Information Releases: You have the right to request a list of information releases that Thurmont Community Ambulance Service, Inc. has made of your health information during the 6 years before your request. The list will not include: 1) health information releases made for purposes of providing treatment to you, obtaining payment for services or releases made for administrative or operational purposes; 2) health information releases made for national security; 3) health information releases made to correctional institutions and other law enforcement custodial situations; 4) health information releases Thurmont Community Ambulance Service, Inc. has made based on

your written authorization; 5) health information releases to persons who are involved in your care; or 6) health information releases made prior to April 16, 2003.

Right to Request Restrictions: You have the right to request a restriction or limitation of the health care information Thurmont Community Ambulance Service, Inc. uses or releases for treatment, payment or operational purposes. Thurmont Community Ambulance Service, Inc. is not legally required to agree the requested restriction or limitation.

Right to Request Confidential Communication: You have the right to request that we communicate with you about health care matters in a certain way or at a certain location. For example, you can request that we only contact you at work or by email. Thurmont Community Ambulance Service, Inc. will accommodate all reasonable requests. To request confidential communications, you must specify how or where you wish to be contacted.

Right to a Paper Copy of this Notice: You have the right to request a paper copy of this notice from us at any time.

All requests for inspecting, copying, amending, making restrictions, or obtaining an accounting of your health information must be made in writing to:

Thurmont Community Ambulance Service, Inc. Privacy Officer
27 North Church Street
Thurmont, MD 21788

HOW Thurmont Community Ambulance Service, Inc. USES AND RELEASES HEALTH CARE INFORMATION

Your health information may be used and released by Thurmont Community Ambulance Service, Inc. for the purposes of providing treatment to you, obtaining payment for services, for administrative and operational purposes and to evaluate the quality of the services that you receive. Thurmont Community Ambulance Service, Inc. provides a wide range and variety of prehospital health care to the people in Maryland. For this reason, not all types of uses and releases can be described in this document. We have listed some common examples of permitted uses and releases below.

For Treatment: Caregivers, such as Emergency Medical Services (EMS) providers, nurses, doctors, therapists and social workers may use your health information, both oral and written, to determine your plan of care. EMS providers may transmit your health care information by radio or telephone or in writing in order to assist in your care.

For Payment: Thurmont Community Ambulance Service, Inc. may release information about you to your health plan or health insurance carrier to obtain payment for services. For example, we may need to give your health plan information about a transport that you

or your child received so your health plan will pay us or reimburse you for treatment or services Thurmont Community Ambulance Service, Inc. provided. We may also share your information, when appropriate, with other government programs such as Workers' Compensation, Medicaid, or Medicare in order to coordinate your benefits and payments.

For Health Care Operations: Thurmont Community Ambulance Service, Inc. and other EMS units in the same jurisdiction may use and release information about you to ensure that the services and benefits provided to you are appropriate and are high quality. For example, we may use your information to evaluate our treatment and service programs or to evaluate the services of other EMS providers in our jurisdiction. We may combine health information about many individuals to research health trends, to determine what services and programs should be offered, or whether new treatments or services are useful. We may share your health information with billing services who perform functions on behalf of Thurmont Community Ambulance Service, Inc... We require that our billing services abide by the same level of confidentiality and security as we do when handling your health information.

To Government Agencies Providing Benefits or Services: Thurmont Community Ambulance Service, Inc. may release your health information to government agencies that are providing you benefits or services when the information is necessary for you to receive those benefits and services.

To Keep You Informed: Thurmont Community Ambulance Service, Inc. may contact you about reminders for transports and other services.

For Public Health: Thurmont Community Ambulance Service, Inc. may release your health information to public health agencies, subject to the provisions of applicable state and federal law, for the following kinds of activities:

- (i) To prevent or control disease, injury or disability or to keep vital statistics records such as births and deaths
- (ii) To notify social service agencies that are authorized by law to receive reports of abuse, neglect or domestic violence;
- (iii) To report reactions to medications or problems with products to the Food and Drug Administration (FDA).

For Health Oversight Activities: Thurmont Community Ambulance Service, Inc. may share your health information with State and local agencies for oversight activities as required by law. Examples of these oversight activities include audits, civil, administrative, or criminal investigations; inspections; licensure/certification or disciplinary actions; civil, administrative, or criminal proceedings or actions; or other activities necessary for appropriate oversight of:

- (i) The emergency medical care system and the health care system;

(ii) Government benefits programs for which health information is relevant to beneficiary eligibility;

(iii) Entities subject to government regulatory programs for which health information is necessary for determining compliance with program standards; or

(iv) Entities subject to civil rights laws for which health information is necessary for determining compliance.

For Law Enforcement: Thurmont Community Ambulance Service, Inc. may release health information to a law enforcement official, subject to applicable federal and state law and regulations, for purposes that are required by law or in response to a court order or subpoena.

For Research: Thurmont Community Ambulance Service, Inc. may release your health information for research projects that have been reviewed and approved by an institutional review board or privacy board to ensure the continued privacy and protection of the health information.

Lawsuits and Disputes: If you are involved in a lawsuit or a dispute, Thurmont Community Ambulance Service, Inc. may release health information about you in response to a court or administrative order. We may also release health information about you in response to a subpoena, discovery request, or other lawful process by someone else involved in the dispute, but only if efforts have been made to tell you about the request or to obtain an order protecting the information requested.

To Coroners, Medical Examiners and Funeral Directors: Thurmont Community Ambulance Service, Inc. may release health information to a coroner, medical examiner or funeral director, as necessary to carry out duties as authorized by law.

For Organ Donations: If you are an organ donor, Thurmont Community Ambulance Service, Inc. may release your health information to an organization that procures, banks, or transports organs for the purpose of an organ, eye or tissue donation and transplantation.

To Avert a Serious Threat to Health or Safety: Thurmont Community Ambulance Service, Inc. may release your health information if it is necessary to prevent a serious threat to your health and safety or to the health and safety of the public or another person.

For National Security and Protection of the President: Thurmont Community Ambulance Service, Inc. may release your health information to an authorized federal official or other authorized persons for purposes of national security, for providing protection to the President, or to conduct special investigations, as authorized by law.

To a Correctional Institution: If you are an inmate of a correctional institution or under the custody of a law enforcement officer, Thurmont Community Ambulance Service, Inc. may release your health information to the correctional institution or law enforcement officer. The information released must be necessary for the institution to provide you with health care, protect your health and safety or the health and safety of others, or for the safety and security of the correctional institution.

To the Military: If you are a veteran or a current member of the armed forces, Thurmont Community Ambulance Service, Inc. may release your health information as required by military command or veteran administration authorities.

To Individuals Involved In Your Care: Thurmont Community Ambulance Service, Inc. may release your health information to a family member, other relative, friend or other person whom you have identified to be involved in your health care or the payment of your health care.

To Family: Thurmont Community Ambulance Service, Inc. may use your information to notify a family member, a personal representative or a person responsible for your care, of your location, general condition or death.

To Disaster Relief Agencies: Thurmont Community Ambulance Service, Inc. may release your health information to an agency authorized by law to assist in disaster relief efforts.

Fund Raising. Thurmont Community Ambulance Service, Inc. may contact you in connection with fund raising.

Thurmont Community Ambulance Service, Inc.'s REQUIREMENTS

Thurmont Community Ambulance Service, Inc. is required by state and federal law to maintain the privacy of your health information. We are required to give you this notice of our legal duties and privacy practices with respect to the health information that Thurmont Community Ambulance Service, Inc. collects and maintains about you. We are required to follow the terms of this notice.

This notice describes and gives some examples of the permitted ways that your health information may be used or released. Release of your information outside of the boundaries of Thurmont Community Ambulance Service, Inc.-related treatment, payment or operations, or as otherwise permitted by State or Federal law, will be made *only* with your specific written authorization. You may revoke specific authorizations to release your information, in writing, at any time. If you revoke an authorization, we will no longer release your health information to the authorized recipient(s), except to the extent that Thurmont Community Ambulance Service, Inc. has already used or released that information in reliance of the original authorization.

Thurmont Community Ambulance Service, Inc. reserves the right to revise this notice. We reserve the right to make the revised notice effective for the health information we already have about you, as well as any information we create or receive in the future. We will provide a copy of our revised notice to you upon request. We will post a copy of the current notice at Thurmont Community Ambulance Service, Inc. station houses and on our website listed below. In addition, you may ask for a copy of our current notice of privacy practices anytime you visit one of our station houses.

FOR MORE INFORMATION OR TO REPORT A PROBLEM

If you believe your privacy rights have been violated, you may file a complaint with any or all of the agencies listed below. There will be no penalty or retaliation for filing a complaint.

Office of Civil Rights

Phone: 866-OCR-PRIV (866-627-7748) or
886-788-4989 TTY.

Secretary of Health and Human Services

200 Independence Ave., SW,
Washington, D.C. 20201
Toll Free Phone: 877-696-6775

Thurmont Community Ambulance Service, Inc. Privacy Officer

27 North Church Street
Thurmont, MD 21788
Telephone: 301-271-7550

Secretary of Health and Human Services

200 Independence Ave., SW,
Washington, D.C. 20201
Toll Free Phone: 877-696-6775

To obtain more information about Thurmont Community Ambulance Service, Inc.'s privacy practices, to receive additional copies of this notice or to receive request forms to access or amend health information, please contact:

Thurmont Community Ambulance Service, Inc. Privacy Officer

27 North Church Street
Thurmont, MD 21788
Telephone: 301-271-7550
Website: www.thurmontambulance.org