

## **Health Quarters**

### **Notice of Privacy Practices**

This notice describes how information about you may be used and disclosed by Health Quarters and how you can get access to this information. Please review it carefully.

#### **Understanding Your Medical Record/Information**

Each time you visit Health Quarters a record of your visit is made. Typically, this record contains your symptoms, examinations and test results, diagnoses, treatment, and a plan for future care or treatment. This information, often referred to as your medical record serves as the following purposes:

- Basis for planning your care and treatment
- Means of communication among the clinical staff who contribute to your care
- Legal document describing the care you received
- Means by which you or a third party payer can verify that services billed were actually provided
- Tool in educating health professionals, and
- Tool with which we can assess and continually work to improve the care we render and the outcomes we achieve.

*Understanding what is in your record and how your health information is used helps you to do the following:*

- Ensure its accuracy
- Better understand who, what, where, when and why others may access your health information, and
- Make more informed decisions when authorizing disclosure to others.

#### **Your Health Information Rights**

Although your medical record is the physical property of Health Quarters, the information belongs to you. You have the following rights:

- Request a restriction on certain uses and disclosures of your information as provided by law (45 CFR 164.522)
- Obtain a paper copy of this Notice of Privacy Practices upon request
- Inspect and obtain a copy of your medical record as provided by law (45 CFR 164.424) (there may be a reasonable fee charged to make the copy)
- Amend your health information as provided by law (45 CFR 164.528)
- Obtain an accounting of disclosures of your health information provided by law (45 CFR 164.528)
- Request communications of your health information by alternative means or at alternate locations, and
- Revoke your authorization to use or disclose health information except to the extent that action has already been taken.

#### **Our Responsibilities**

Health Quarters is required to do the following:

- Maintain the privacy of your health information

*-continued on back-*

- Provide you with a notice as to our legal duties and privacy practices with respect to information we collect and maintain about you
- Abide by the terms of this notice
- Notify you if we are unable to agree to a requested restriction, and
- Accommodate reasonable requests you may have to communicate health information by alternative means or at alternative locations

We reserve the right to change our practices and to make new provisions effective for all protected health information we maintain. You may obtain the most current notice at Health Quarters' offices.

We will not use or disclose your health information without your authorization *except* as described in this notice.

### ***Examples of Disclosure for Treatment payment and Health Operations***

*We will use your health information for treatment.*

For example: Information obtained by a nurse provider, or other member of your health care team will be recorded in your record and used to determine the course of treatment that should work best for you. Your provider will document in your record his or her expectations for the members of your healthcare team. Members of your healthcare team will then record the actions they took and their observations. In that way, the providers will know how you are responding to treatment.

*We will use your health information for payment.*

For example: A bill may be sent to a third party payer, such as Massachusetts Department of Public Health, MassHealth, Title X, Tufts, etc. The information on or accompanying the bill may include information that identifies you, as well as your diagnosis, procedures and supplies used.

*We will use your health information for regular health operations.*

For example: Members of the provider staff or members of the quality improvement team may use information in your record to assess the care and outcomes in your case and others like it. This information will then be used in an effort to continually improve the quality and effectiveness of the healthcare and services we provide.

As required by law, we may disclose your health information to public health or legal authorities charged with preventing or controlling disease, injury or disability.

We may disclose health information for law enforcement purposes as required by law or in response to a valid subpoena.

### **[For More Information or to Report a Problem](#)**

If you have questions, would like additional information or feel that your privacy rights have been violated, you may contact Health Quarters' Director of Health Care Quality by phone at **(978) 927-9824** or by mail at 19 Broadway, Beverly, MA 01915. You may also contact or file a complaint with the Secretary of Health and Human Services. There will be no retaliation for filing a complaint.