ChesPenn Health Services
Your Community Health Center

NOTICE OF PRIVACY PRACTICES

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.

ChesPenn Health Services uses and discloses your health information for treatment, payment, and healthcare operations, and to evaluate and improve the quality of care you receive. Your health information is maintained as part of your medical record in accordance with applicable federal and state privacy laws.

HOW CHESPENN HEALTH SERVICES MAY USE OR DISCLOSE YOUR HEALTH INFORMATION

For Treatment

ChesPenn Health Services may use your health information to provide, coordinate, or manage your medical treatment and healthcare services.

For example, information obtained by a physician, nurse, or other healthcare professional may be recorded in your medical record and used to determine the appropriate course of treatment. Healthcare providers may also document treatments or services provided and how you respond to those treatments.

Your health information may also be shared with other healthcare providers involved in your care when permitted by law.

For Payment

ChesPenn Health Services may use and disclose your health information to obtain payment for healthcare services provided to you.

For example, a bill may be sent to you, an insurance company, health plan, or another third-party payer. Information submitted for payment may include identifying information, diagnoses, procedures, treatments, and services provided.

For Healthcare Operations

ChesPenn Health Services may use or disclose your health information for healthcare operations and other activities necessary to operate the organization and improve the quality of care.

- Evaluating staff and provider performance
- Reviewing quality of care and patient outcomes
- Conducting quality improvement activities
- Improving facilities, programs, and services
- Training healthcare professionals
- Conducting compliance, auditing, and administrative activities
- Identifying opportunities to improve care delivery and organizational performance

Appointments and Reminders

ChesPenn Health Services may use your health information to contact you regarding appointments, appointment reminders, follow-up care, treatment alternatives, or other health-related benefits and services that may be of interest to you.

Fundraising

When permitted by law, ChesPenn Health Services may use certain limited health information to contact you regarding fundraising activities.

You may have the right to opt out of receiving fundraising communications in accordance with applicable law.

Required by Law

ChesPenn Health Services may use or disclose your health information when required or authorized by federal, state, or local law.

This may include disclosures:

- In response to judicial or administrative proceedings
- To report suspected abuse, neglect, or domestic violence
- To comply with certain law enforcement requests
- To comply with other legal or regulatory requirements

Public Health Activities

Your health information may be disclosed for authorized public health activities, including:

- Preventing or controlling disease, injury, or disability
- Reporting certain diseases or conditions
- Reporting births or deaths when required
- Reporting adverse events or problems involving products or medications
- Supporting legally authorized public health investigations or activities

Health Oversight Activities

ChesPenn Health Services may disclose health information to authorized health oversight agencies for activities permitted by law, including audits, investigations, inspections, licensure activities, and regulatory oversight.

Decedents

Health information may be disclosed to coroners, medical examiners, or funeral directors as necessary for them to perform their lawful duties.

Organ and Tissue Donation

When applicable, health information may be used or disclosed to organizations involved in organ, eye, or tissue donation and transplantation.

Research

ChesPenn Health Services may use or disclose your health information for research purposes when permitted by law and when appropriate safeguards have been established.

Research involving identifiable health information may require review and approval by an Institutional Review Board, Privacy Board, or other authorized review body.

Health and Safety

Your health information may be disclosed when permitted by law to prevent or lessen a serious and imminent threat to your health or safety or the health or safety of another person or the public.

Specialized Government Functions

Health information may be disclosed for certain specialized government functions when permitted by law, including activities involving:

- Military and veterans

- National security or intelligence
- Protective services
- Correctional institutions or law enforcement custody
- Workers' compensation or similar programs

Other Uses and Disclosures

Other uses and disclosures of your health information that are not otherwise permitted or required by law will generally be made only with your written authorization.

You may revoke a written authorization at any time by providing written notice to ChesPenn Health Services except to the extent that action has already been taken in reliance on the authorization.

YOUR HEALTH INFORMATION RIGHTS

You have certain rights regarding your protected health information. Subject to applicable legal requirements, these rights may include the right to:

- Request restrictions. You may request restrictions on certain uses and disclosures of your health information as provided by 45 C.F.R. § 164.522. ChesPenn Health Services is not required to agree to every requested restriction, except in circumstances where the law requires otherwise.
- Receive a copy of this Notice. You may obtain a paper or electronic copy of this Notice of Privacy Practices upon request.
- Inspect and obtain a copy of your health information. You may request access to inspect or receive a copy of certain health information maintained about you, as provided by 45 C.F.R. § 164.524.
- Request an amendment. If you believe information in your health record is incorrect or incomplete, you may request an amendment as provided by 45 C.F.R. § 164.526.
- Request confidential communications. You may request that ChesPenn Health Services communicate with you about your health information in a particular way or at an alternative location.
- Receive an accounting of disclosures. You may request an accounting of certain disclosures of your health information as provided by 45 C.F.R. § 164.528.
- Receive notification of certain breaches. You have the right to be notified following a breach of your unsecured protected health information when notification is required by law.

COMPLAINTS

If you believe your privacy rights have been violated, you may file a complaint with:

Organization	ChesPenn Health Services
Privacy Officer	David Ruvolo, Chief Compliance Officer
Address Phone	1510 Chester Pike, Ste. 200, Eddystone, PA 19022
Email	610-485-3800 x635
Website	druvolo@chespenn.org
	www.chespenn.org

You may also file a complaint with the U.S. Department of Health and Human Services Office for Civil Rights.

You will not be retaliated against or penalized for filing a complaint.

OBLIGATIONS OF CHESPENN HEALTH SERVICES

ChesPenn Health Services is required by law to:

- Maintain the privacy and security of protected health information
- Provide you with notice of its legal duties and privacy practices regarding your protected health information
- Follow the terms of the Notice of Privacy Practices currently in effect
- Notify you following certain breaches of unsecured protected health information as required by law

- Respond to requests involving your privacy rights in accordance with applicable law
- Accommodate reasonable requests for confidential communications when required by law

CHANGES TO THIS NOTICE

ChesPenn Health Services reserves the right to change its privacy practices and the terms of this Notice as permitted by law.

Any revised Notice may apply to all protected health information maintained by ChesPenn Health Services, including information created or received before the revised Notice became effective.

The current Notice will be made available upon request and may be posted prominently at ChesPenn Health Services locations and/or on the organization's website.

CONTACT INFORMATION

For questions about this Notice or your privacy rights, contact:

Privacy Officer	ChesPenn Health Services
Organization	David Ruvolo, Chief Compliance Officer
Address	1510 Chester Pike, Ste. 200, Eddystone, PA 19022
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