



NOTICE OF PRIVACY PRACTICES

This notice describes how your medical information may be used and disclosed and how you can access it.

Understanding Your Health Record/Information.

When you seek health care services from Greater Portland Health (“GPH”), a record of the interaction is documented. This record may contain your symptoms, examination and test results, diagnosis, treatment, and a plan for your future care/services. This information is part of your health/medical record and is an essential part of the health care/services we provide to you. The information about you in the record is sometimes referred to as Protected Health Information or “PHI”, and GPH is obligated by law to protect the privacy of the PHI. GPH may only use and disclose your PHI if you authorize us to do so, or:

- for planning and providing your care and treatment.
- In communication with health professionals who contribute to your care.
- For verification to third-party payers (insurance company) that services were provided.
- In performing health care operations including quality assessments regarding the care, we render and the outcomes we achieve.
- To make you aware of services and treatments that may be of interest to you; and
- To comply with state and federal laws that require us to disclose your PHI.

Your Rights Regarding Your Health Information.

Although your health record is the physical property of GPH, the PHI belongs to you. Under Federal Privacy Rules, you have the right to:

- Receive notice of the use and disclosure of your health/medical record, including a paper copy of the notice if requested.
- Request restrictions on use and disclosure of your health information, or request we send your confidential communications by alternative means.
- Inspect and obtain a copy of your record.
- Request your health record be amended;
- Ensure the accuracy of your PHI;
- Request an accounting of certain uses and disclosures of your PHI.

Our Responsibilities.

GPH is required to:

- Maintain the privacy of your health information unless you either consent or an exception to disclosure applies.
- Provide you with notice as to GPH’s legal duties and privacy practices with respect to health information we collect and maintain about you.
- Abide by the terms of our most current Notice;
- Notify you if GPH is unable to abide by a requested restriction;
- Accommodate reasonable requests regarding alternative means of communicating about your PHI.

GPH reserves the right to change and revise its privacy practices to remain in compliance with Federal and State Laws. In the event of a material change, a revised Notice shall be made available or distributed to the extent required by law.

Disclosures Permitted Without Consent

GPH is permitted to use and disclose your health information without your consent:

- For Treatment related purposes;
- For Payment Related Purposes;
- For Health Care Operations;
- When required by state or federal law.
- When Allowed by Law, in communications with Business Associates; for appointment reminders; to government health care authorities, including state medical officers, the Food and Drug Administration, organ procurement organizations, efforts by authorities for public health activities and protection, including disclosures related to child or adult protective services; organ or tissue donation; medical examiner; services to comply with laws regarding workers compensation; for certain allowed, specialized government functions, including military operations or disaster relief efforts; to government law enforcement authorities in response to a court order, or in other legal situations such as to report a crime or respond to certain valid subpoenas.

Disclosures Permitted with an Opportunity to Opt-Out. GPH may communicate with you, after giving you a chance to object or opt-out, with respect to disclosures to family members and caregivers if relevant to that person's involvement in your care or payment for your care; solicitations regarding health related benefits or products; for fund-raising operations; for GPH marketing efforts.

Organized Health Care Arrangement

GPH is a member of Community Care Partnership of Maine ("CCPM"), an "Organized Health Care Arrangement" focused on improving the health of the communities it serves. The members of CCPM, in collaboration with insurance companies, use population health analytics, utilization review, quality assessment and improvement activities, and other evidence-based strategies to improve your healthcare. Members are mutually accountable for the health of all patients served by CCPM. The entities that make up this Organized Health Care Arrangement include the following community health centers and hospitals: Cary Medical Center, DFD Russell Medical Center, Fish River Rural Health, Katahdin Valley Health Center, Mayo Regional Hospital, Millinocket Regional Hospital, Nasson Health Care, Pines Health Services, Penobscot Community Health Center, GPH, Sebecook Family Doctors, and St. Joseph Healthcare. CCPM's Organized Health Care Arrangement permits these separate covered entities, including GPH, to share PHI with each other as necessary to carry out permissible treatment, payment or health care operations relating to the work of the Organized Health Care Arrangement, unless otherwise limited by law, rule or regulation. The list of entities may be updated to apply to new entities in the future. You can access the most current list at www.ccpmmaine.org/members or call 207-992-9200.

For More Information, to Request Information or to Report a Problem

If you believe your privacy rights have been violated by GPH, you may contact the GPH Privacy Officer 180 Park Ave, Portland, ME 04102. (207) 874-2141); www.greaterportlandhealth.org. Or you may file a complaint with the Secretary of the U.S. Department of Health and Human Services, 200 Independence Ave, S.W., Washington, D.C. 20201 See the Office for Civil Rights website, www.hhs.gov/ocr/hipaa/ for more information. You will not be penalized by GPH in any way for submitting a complaint.

If your complaint involves a breach of confidentiality regarding substance abuse treatment, you may also contact the Office of Substance Abuse Services Maine Office of Substance Abuse, 41 Anthony Ave. #11 State House Station, Augusta, ME 04333-0011, 207-287-2595.