



DENVER HARBOR FAMILY HEALTH CENTER
AIRLINE CHILDREN & WOMEN'S HEALTH CENTER

Notice of Privacy Practices for Vecino Health Centers

This Notice describes:

- **How health information about you may be used and disclosed (shared)**
- **Your rights with respect to your health information**
- **How to file a complaint concerning a violation of the privacy of your health information or concerning a violation of your rights concerning your health information.**
- **You have a right to a copy of this notice (in paper or electronic form) and to discuss it with Dr. Nora Saavedra, Privacy Officer at 832-308-2235 or PrivacyOfficer@vecinohealthcenters.org if you have any questions.**

Please review it carefully.

This Notice applies to all the records of your care generated by Vecino Health Centers ("Vecino"), whether made by Vecino or an associated provider. Our policies on protecting your health information extend to all professional authorized people who have a need to know to provide care for you. The policies apply to all areas of Vecino including all Vecino staff, the front desk, billing, and administration. It also applies to any entity or individual with whom we contract services, such as referral providers.

Our Duties Regarding Your Protected Health Information

Because you are our patient, we create paper and electronic medical records concerning your health, as well as the care and services we provide for you. We need these records to provide continuity of care and to comply with certain legal requirements.

- We are required by law to maintain the privacy and security of your protected health information.
- We will let you know promptly if a breach occurs that may have compromised the privacy or security of your information.

- We must follow the duties and privacy practices described in this Notice.
- We will not use or share your information other than as described here unless you tell us we can in writing. If you tell us we can, you may change your mind at any time. Let us know in writing if you change your mind.

Your Rights

You have the right to:

Inspect and copy your health information. You may ask to review and get a copy of health information about you that Vecino keeps. If you request a copy of your health information, Vecino will review your request and provide you the records or a summary of the information requested if Vecino is legally unable to provide the direct records. We will provide you a copy or summary within 15 business days of your request. Ask us how to do this.

Correct your health information if you feel it is wrong or not complete. You may request that we correct the health information Vecino keeps. If Vecino accepts your request to correct your health information, the change will become permanent in your health care record. We may say “no” to your request, but we’ll tell you why in writing within 60 days. Ask us how to do this.

Request confidential communications. You may ask us to contact you by another means, at a different address, or to limit the number or type of people who have access to your health information. We will say “yes” to all reasonable requests. Just ask us how to do this.

Request a limit to the health information we share. You can ask us not to use or share certain health information for treatment, payment, or our operations. We are not required to agree to your request, and we may say “no” if it would affect your care. If you pay for a service or health care item out-of-pocket in full, you can ask us not to share that information for the purpose of payment or our operations with your health insurer. We will say “yes” unless a law requires us to share that information. Ask us how to do this.

Request a list of those with whom we’ve shared your health information. You can ask for a list (accounting) of the times we’ve shared your health information for six (6) years prior to the date you ask, who we shared it with, and why. For substance abuse disorder records, we will provide you with an accounting for three (3) years prior to the date you ask, this includes the right to a list of disclosures by an intermediary for the past three (3) years. In the list, we will include all the disclosures except for those about treatment, payment, and health care operations, and certain other disclosures (such as any you asked us to make). We’ll provide one accounting a year. Ask us how to do this.

Get a copy of this Notice. You may ask for an electronic or paper copy of this Notice at any time. We will provide you with a copy promptly. You have a right to discuss this Notice with our Privacy Officer.

Choose someone to act for you. If you have given someone medical power of attorney or if someone is your legal guardian, that person can exercise your rights and make choices about your health information. We will make sure the person has this authority and can act for you before we take any action.

Right to elect not to receive fundraising communications. We may contact you to raise funds to sustain Vecino's mission. For example, you may receive letters or other publications asking you to consider making a tax-deductible contribution to Vecino. You may elect to opt out of receiving fundraising communications from us at any time. Ask us how to do this.

File a Complaint. If you believe that your privacy rights have been violated, you may file a complaint with Vecino, with Texas Health and Human Services, or with the U.S. Department of Health and Human Services. Ask us how to file a complaint with us. You can file a complaint with Texas Health and Human Services by sending a letter to HHS Privacy Division, P.O. Box 149030, Mail Code 1355, Austin, TX 78714; calling 2-1-1 or 877-541-7905; or emailing privacy@hhs.texas.gov. You can file a complaint with the U.S. Department of Health and Human Services Office for Civil Rights by sending a letter to 200 Independence Avenue, S.W., Washington, D.C. 2020; calling 1-877-696-6775; or visiting www.hhs.gov/ocr/privacy/hipaa/complaints/. We will not retaliate against you for filing a complaint.

Uses and Disclosures: How We May Use and Share Your Health Information

Treatment. We use information previously compiled about you to provide you with current or future healthcare services. Therefore, we will share your information with doctors, nurses, and other health care personnel involved in your care. For example, a doctor treating you for an injury may ask another doctor about your overall health condition.

Payment. We may use and share health information about you concerning services and procedures so they may be billed and collected from health plans or other agencies. For example, we give information about you to your health insurance plan so it will pay for your services.

Operational Uses. We may use and share health information about you to operate Vecino efficiently, make sure you receive quality of care, and contact you when necessary. For example, we use health information about you to manage your treatment and services.

External Entities. In an emergency, we may share information about you to an entity assisting in disaster relief so that your family can be notified about your condition, status, and location.

Research. We may participate in research concerning the use of certain treatment protocols that have proper governmental and Vecino approval. You will be informed of any research projects, and you must consent to participating in research BEFORE we share any of your information. Your health care at Vecino will not be affected in any way if you choose not to participate in any of our research projects.

Required by Law. We will share health information about you when required to do so by federal, state, or local law. For example, the federal Department of Health and Human Services may review your health records to ensure that we're complying with federal privacy law.

To Avert a Serious Threat to Health or Safety. When necessary, we may use and share your health information with people who need to know to help prevent a serious threat to either your health or the health and safety of others.

Organ and Tissue Donation. If you are an organ donor, we may share health information to organizations that handle organ procurement and transplantation.

Public Health and Safety Issues. As required by law, we may report certain parts of your health information to government agencies in order to prevent or control disease, injury or disability, births and deaths, reactions to medications or products, and recalls of products, and to provide notice of exposure to a condition.

Victims of Abuse, Neglect or Domestic Violence. We may share your health information with law enforcement, social services, or other government agencies authorized to receive the report in suspected cases of abuse, neglect, or domestic violence.

Coroners, Medical Examiners, and Funeral Directors. We may release your health information to a coroner, medical examiner, or funeral director as necessary for them to carry out their duties.

Military and National Security. If you currently serve in the military or are a veteran, we may share your health information to the military upon proper request. We may also share your information with federal officials conducting national security and intelligence activities.

Workers' Compensation. We may share your information if required by workers' compensation laws and other similar laws and regulations.

Lawsuits and Disputes. If you are involved in a lawsuit or dispute, we may share your health information in response to a subpoena, court subpoena or court order, discovery request or other lawful process by someone else involved in the dispute.

Law Enforcement. We may release your health information to law enforcement officials in response to a court order, subpoena, warrant, summons or similar process; to identify or locate a suspect, witness, or missing person; concerning a victim of a crime; about a death we believe may involve criminal actions; or about crimes on Vecino premises or against Vecino staff.

Please note that information shared to some of the recipients above may be shared again by the recipient and can no longer be considered protected under the Privacy Practices of Vecino Health Centers.

More Information Regarding Sensitive Health Information

For certain health information, you can tell us your choices about what we share.

- You may provide a single consent (written permission) for all future uses or disclosures for treatment, payment, and health care operations purposes. You may revoke this written permission at any time.
- We never share psychotherapy notes, unless you give us written permission. While we do share your information for treatment and healthcare operations within Vecino and with other qualified service programs, for payment purposes, or as described above, we **never** share psychotherapy notes for lawsuits, disputes, or to law enforcement unless it is to defend Vecino in a legal action or other proceeding brought about by you.
- We never share substance abuse treatment records, unless you give us written permission or we are sharing for treatment, payment, or healthcare operations. You may revoke this written permission or consent at any time. The law requires that any of your testimony or records related to substance abuse:
 - **Not** be used or shared in any civil, administrative, criminal, or legislative proceedings against you unless there is a court order.
 - Shall only be used or shared based on a court order after notice and an opportunity to be heard is provided to you or the holder of the record; and
 - That are subject to a court order that authorizes use or sharing of the testimony or records must be accompanied by a subpoena or other similar legal mandate compelling sharing before the testimony or records are used or shared.
- We never market or sell your information

Changes to this Notice

We reserve the right to change this Notice at any time. The new notice will be available upon request, posted in our office waiting room, and on our web site.

Privacy Officer Information

If you have any questions about this Notice or wish to submit a request, please contact Vecino's Privacy Officer, Dr. Nora Saavedra

Address: 5808 Airline Dr., Houston, TX 77076

Telephone: 832-308-2235

Email: PrivacyOfficer@vecinohealthcenters.org

Website: <https://vecinohealthcenters.org/>