

Privacy Practices

Our Commitment to Privacy

Hudson Headwaters Health Network is committed to maintaining the confidentiality, integrity and security of personal information entrusted to us by our patients. We are proud of our privacy practices, and want you to know how we protect your information and how we use it to provide medical services.

We hope you will take a moment to review the privacy practices of Hudson Headwaters Health Network.

Hudson Headwaters Health Network Privacy Practices

How and Why We Obtain Personal Information

Hudson Headwaters Health Network uses personal information collected to provide you with the highest level of health care services, to bill insurance companies and other payers for such services and to facilitate the day-to-day operations that support both tasks.

Hudson Headwaters Health Network may collect non-public personal information about you from any of the following sources:

- From you or your representative on applications or forms (for example, name, address, Social Security number, birth date, phone number).
- From claims activity (typically from insurance companies or other government providers and/or payers).
- From interactions with other health care providers (for example, physicians offering specialty services such as cardiology, oncology, imaging and laboratory services).
- From verification and consumer reporting services (for example, such as insurance and government payers and credit and collection agencies).
- From you or your representative regarding your preferences (for example, to make confirmation calls to your home or work number, to send clinical information to your home or another address).
- From other sources with your consent or the consent of your representative (for example, from your employer, from legal counsel or another family member).

How We Protect Your Information

Hudson Headwaters has always considered the protection of personal health information to be in the best interest of our patients and a sound business practice. We employ information protection controls in keeping with industry standards and practices and we regularly adapt and review these procedures to respond to changing requirements and advances in technology.

Within Hudson Headwaters and among our medical staff members and support staff, we restrict access of information to those who require that access in order to provide you the best possible medical care and to process claims for payment for such care. We share the minimum amount of information necessary to accomplish those tasks. We may share such information that we collect with the following entities:

- Other Hudson Headwaters Health Network health centers and medical staff members.
- Other specialty physicians or services (for example, cardiologists, oncologists, imaging and laboratory services).
- Insurance companies and government payers for reimbursement purposes (for example, Empire Blue Cross/Blue Shield, Medicaid and Medicare).
- Government agencies, public health agencies (for example, coroner and medical examiner reports, reportable infectious diseases, reports of births and deaths, reports of child abuse or neglect).
- Law enforcement and government agencies (for example, legal processes, limited information requests for identification and location purposes pertaining to victims of a crime, suspicion of death as a result of criminal conduct, crime that occurs on the premises of the health center and emergency circumstances where it is likely that a crime has occurred).
- Other organizations or entities with your consent (for example, legal counsel, employers, schools, insurance companies).
- Other organizations, as permitted by the laws that protect your privacy (for example, for fraud and abuse prevention).
- For specific research opportunities, with your consent (for example, when Hudson Headwaters participates in a regional or national research study).

Patient Rights in regard to your Protected Health Information

- **You have the right to inspect and copy your medical information.** You may request an opportunity to inspect and/or copy your medical and billing records. You may not inspect your records relating to psychotherapy notes. Requests to copy your medical records should be made directly to your individual health center. Requests to inspect or copy billing records should be addressed to: Billing Services/Hudson Headwaters Health Network, 39 Elm Street, Warrensburg, NY 12885 or 1-888-624-0226.
- **You have the right to amend your medical information.** You may request in writing an amendment to your protected health information. Requests should be made to the individual health center. Requests must be in writing. We may deny your request for an amendment.
- **You have the right to an accounting of disclosures.** You have the right to request an accounting of disclosures for purposes other than treatment, payment or health care operations. Your request should state a time period and may not include information before April 14, 2003. The request should be in writing and addressed to your individual health center.
- **You have the right to request restrictions.** You may ask us to restrict or limit your personal health information as it applies to treatment, payment or health care operations. Such restrictions can include family members and friends. We are not required to agree to a restriction that you may request if your physician believes it is in your best interest to permit use and disclosure of your protected health information.
- **You have the right to request confidential communications.** You may request that we communicate with you as regards your health information in a certain way or at a certain location. For example, communication as it regards results of reports and/or confirmation of visits may be restricted to certain addresses and/or phone numbers. You should make this request in writing to your individual health center.
- **Complaints.** You may file a complaint with Hudson Headwaters Health Network and/or with the Secretary of Health and Human Services if you believe your privacy rights have been violated. You will not be penalized for filing a complaint. All complaints must be submitted in writing to Hudson Headwaters Health Network, Attention: Quality Services Department, One Broad Street Plaza, P.O. Box 357, Glens Falls, NY 12801.