



Notice of Privacy Practices

THIS NOTICE DESCRIBES HOW INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION. PLEASE REVIEW CAREFULLY.

Your information is personal and Veterans Village of San Diego (VVSD) is committed to protecting it. Your information is also very important to our ability to provide you with quality services, and to comply with certain laws. This notice describes the privacy practices our employees and other personnel are required to follow in handling your information.

We are legally required to: Keep your information confidential, give you this notice of our legal duties and privacy practices with respect to your information, and comply with this notice.

YOUR RIGHTS

When it comes to your health information, you have certain rights.

Right to Inspect and Obtain Copies:

- You can ask to see or get an electronic or paper copy of your patient file and other health information we have about you.
- To inspect and obtain copies of your information, you must submit a request in writing to VVSD, specifying the program where you received services.
- We will provide a copy of your information, usually within 30 days of your written request. VVSD may charge a reasonable fee for the costs of copying, mailing or other supplies associated with your request.

Right to Request an Amendment:

- If you feel that your information in our records is incorrect or incomplete, you may ask us to amend the information.
- To request an amendment, you must submit a request in writing to VVSD and include the reason for the amendment. Your request will become part of your record.
- If your request is denied, VVSD will provide a written statement of the denial within 60 days of the request.

Right to Request Confidential Communications:

- You have the right to request that we communicate with you about appointments or other matters related to your services in a specific way or at a specific location (for example, home or office phone, or sending mail to a different address).
- To request confidential communications, the request must be submitted in writing to your Case Manager or the Program Director and include the method of which you would like to be contacted.

Right to Restrictions:

- You have the right to request us not to use or share certain health information for treatment, payment or services.
- We are not required to agree to your request if it would affect your care.
- If your request is granted, we will comply with your request unless the information is needed to provide you with emergency treatment as determined by a doctor.
- To request restrictions, you must make your request in writing to your Case Manager or Program Director. The request must include what information you want to limit, the type of limitation, and to whom you want the limitation to apply.

Right to an Accounting of Disclosures



- You can ask for a list (accounting) of the times we've shared your health information for six years prior to the date you ask, who we shared it with, and why.
- 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 for free but will charge a reasonable, cost-based fee if you ask for another one within 12 months.

Right to a Paper Copy of this Privacy Notice:

- You can ask for a paper copy of this notice at any time, even if you have agreed to receive the notice electronically. To obtain a paper copy of this Notice, ask any VVSD program staff.

Right to 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.

COMPLAINTS

You have the right to file a complaint if you believe that VVSD staff has not complied with the practices outlined in this Notice. All complaints must be submitted in writing. You will not be penalized in any way for filing a complaint.

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

To file a complaint with VVSD, contact:
Veterans Village of San Diego
Attn: Privacy Officer
4141 Pacific Highway, San Diego, CA 92110
(619) 393-2088

To file a complaint with the U.S. Department of Health and Human Services Office for Civil Rights:
1-877-696-6775
200 Independence Avenue, S.W., Washington D.C. 20201
www.hhs.gov/ocr/privacy/hipaa/complaints

OUR USES AND DISCLOSURES

Treatment/Services

We create a record of your information to provide you with quality services and to comply with certain legal requirements. Your health information can also be used and shared with other professionals who are treating you.

For example: A doctor treating you for an illness asks another doctor about your overall health.

For VVSD Operations

We may use and disclose information about you for administrative operations, to provide services, improve your care and contact you when necessary.

For example: We use health information about you to manage how well our staff is caring for you.

Bill for Services



We can use and share your health information to bill and get payment from health plans or other entities.

For example: We give information to your health insurance plan so it will pay for your services.

Help with Public Health and Safety

We can share health information about you for certain situations such as:

- Preventing disease
- Helping with product recalls
- Reporting adverse reactions to medications
- Reporting suspected abuse, neglect, or domestic violence
- Preventing or reducing a serious threat to anyone's health or safety

Research

We can use or share your information for health research. All research projects, however, are subject to a special approval process.

As Required by Law

We will share information about you if state or federal laws require it, including with the Department of Health and Human Services if it wants to see that we're complying with federal privacy law.

Work with Medical Examiner or Funeral Director

We can share health information with a coroner, medical examiner, or funeral director when an individual dies.

Workers' Compensation, Law Enforcement, and other Government Requests

We can use or share health information about you:

- For workers' compensation claims
- For law enforcement purposes or with a law enforcement official
- With health oversight agencies for activities authorized by law
- For special government functions such as military, national security, and presidential protective services
- In response to a court or administrative order, or in response to a subpoena.

OTHER USES OF YOUR INFORMATION

Other uses and disclosures of your information not covered by this Notice or the laws that apply to us will be made only with your written authorization. If you provide us authorization to disclose your information, you make revoke that authorization, in writing at any time. If you revoke your authorization, we will no longer use or disclose your information for the reasons covered by the authorization, except that, we are unable to take back any disclosures we have already made when the authorization was in effect, and we are required to retain our records of the services that we provided to you.

OUR RESPONSIBILITIES



- VVSD is required by law to maintain the privacy and security of your protected health information.
- VVSD 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 and give you a copy of it.
- We will not use or share your information other than as described here unless you tell us we can in writing. You may revoke the authorization at any time in writing.

CHANGES TO THIS NOTICE

We reserve the right to revise or change the terms of this Notice, and to apply those changes to our policies and procedures regarding your information. To obtain a copy of this notice you can either ask your Case Manager or go to VVSD's website at <http://www.vvsd.net> .

Effective Date: July 1, 2018