



## Notice of Privacy Practices

This notice describes how medical information about you may be used and disclosed and how you can have access to this information.

We are required by law to protect medical information about you. We are also required to give you this Notice about our privacy practices, which explains our legal duties and your rights concerning health information about you. We must follow the privacy practices described in this Notice while it is in effect. You may request a copy of our Notice at any time.

### How we may use and disclose medical information about you in certain circumstances

We use and disclose health information about you for treatment, payment and healthcare operations. **Except in very specific circumstances outlined below, we will not disclose your health information without your written consent.** We may use your health information for:

**Treatment:** We may use and disclose your health information to a physician or other healthcare provider providing treatment to you. This information may be used to determine the course of care that should work best for you, to help providers collaborate your care, or to make referrals to other providers.

**Payment:** We may use and disclose your health information to obtain payment for the services that you receive.

**Healthcare Operations:** We may use and disclose your health information in connection with our healthcare operations. For example, we may use your health information to review the quality of services you receive and for resolving complaints.

**Appointment Reminders:** We may use or disclose your health information to provide you with appointment reminders (such as voicemail messages, postcards, email, text or letters). Please let us know if you have a method preference to be contacted.

**Abuse, Neglect, and Investigations:** Under certain circumstances pertaining to North Carolina law, federal law, and /or medical professional ethics, it may become necessary to disclose your health information without your consent. The following are examples of when this might occur:

1. When a patient is a danger to themselves or others
2. When there is abuse, neglect, or exploitation
3. When required by a court of law to provide such information
4. When information is requested by the Protective Services Division of Human Services
5. When there is a need for emergency treatment

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### Your Health Information Rights

You have many rights under the law regarding your health information. You have the right to:

1. *Request restrictions on certain uses and disclosures of your health information.* We are not required to agree to your request. We may cancel a restriction at any time, as long as we notify you of the cancellation and continue to apply the restriction to information collected before the cancellation.
2. *Request an alternative method of contact.* If you would like to request an alternative method of contact, please do so in writing.
3. *See or have a copy of your health information, except for mental health notes.* You may obtain your health information by providing your request in writing. You may be charged a fee for expenses to cover staff time and copies.
4. *Request to correct or update your health information.* Your request must be in writing and we may deny your request under certain circumstances.
5. *Request a list of disclosures.* You may request a list of disclosures made in writing. This list will not include information provided.
6. *Revoke any authorization/consent you have signed to use or disclosed Protected Information to the extent that it has not already been relied upon.*
7. *Request a copy of the Notice of Privacy Practices.*

### Questions and Complaints

If you would like more information about our privacy practices or have questions or concerns, or feel that Pathways to Wellness has not properly protected your health information, please contact (919) 438-1161. You may also contact the United States Secretary of Health and Human Service by calling 1-800 368-1019 or by emailing [ocrmail@hhs.gov](mailto:ocrmail@hhs.gov).

Pathways to Wellness reserves the right to make changes to our privacy practices at any time, provided such changes are permitted by applicable law. We reserve the right to make changes in our privacy practices and the terms of our Notice effective for all health information that we maintain, including health information we created or received before we made the changes.