



Values: **R**espect
Integrity
Service
Excellence

Goodwill Southern California NOTICE OF PRIVACY PRACTICES

Effective April 14, 2003

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

Goodwill Southern California (GSC) is required by law to protect the privacy of the information we have about you. We collect information about you when you apply for services, and in certain cases when we receive reports about you from other agencies involved in your services or updates about your medical care. We must give you this Notice of how the law allows us to use and share your health information and what your rights are.

HOW WE MAY USE AND SHARE INFORMATION ABOUT YOU

Goodwill Southern California uses and shares information about you in operating GSC. This information includes such things as your name, address, personal facts, medical history, and medical care given to you.

We use this information and share it with others for the following reasons:

- **For treatment:** You may need emergency medical treatment that requires us to approve care without your immediate consent (see Emergency Medical Treatment policy). We will share information with doctors, hospitals and others in order to get you the care you need.
- **For payment:** GSC and its agents may pay for certain testing related to employment with Goodwill. In these cases, we may share information with the doctors, clinics, and others who bill us for the testing, and we may forward bills to other health plans or organizations for payment.
- **For health care operations:** GSC may use information in your health record to help determine the type of services you receive, and to ensure that these services do not pose a health or safety risk to you. We may also use this information in audits or fraud investigations, or for planning and general administration.

SOME OTHER WAYS WE MAY SHARE YOUR INFORMATION

The law allows GSC to use or give out information we have about you for the following purposes:

- To contact you about your services under GSC
- For public health activities, such as reporting disease outbreaks
- For judicial and administrative proceedings, such as lawsuits and limited law enforcement purposes, such as to locate a missing person
- For research studies that meet all privacy law requirements, such as research related to preventing disease
- To avoid a serious and immediate threat to health or safety, such as a terrorist attack
- For national security activities
- To coroners, medical examiners, and funeral directors
- For organ donations
- For purposes required by law, such as reporting abuse or neglect, or workers' compensation
- To agencies that oversee the health care system, for audits or investigations
- To the federal government when it is checking on how we are meeting privacy laws
- To other government agencies that provide public benefits
- To military authorities, if you are a member of the armed forces
- To create a collection of information which can no longer be traced back to you



Values: **R**espect
Integrity
Service
Excellence

We may give out health information about you to organizations or partners which help us in our operations. If we do, we will make sure that they protect the privacy of information we share with them.

Some state laws limit the sharing of information described above. For example, there are special laws, which protect information about HIV/AIDS status, mental health treatment, developmental disabilities, and drug and alcohol abuse treatment. We will obey these laws.

WHEN WRITTEN PERMISSION IS NEEDED

Before GSC will use your personal information for any reason not listed above, it will get written permission from you. If you do give us written permission to use or share your information for other reasons, you may take back your permission in writing at any time.

WHAT ARE YOUR PRIVACY RIGHTS UNDER THE LAW?

- You have the right to ask us not to use or share your personal health care information in the ways described above. We may not be able to agree with your request.
- You have the right to ask us to contact you only in writing or at a different address, post office box, or telephone number. We will accept reasonable requests when necessary to protect your safety.
- You and your personal representative have the right to see and get a copy of information, which GSC has about you. GSC has eligibility information, information about employment when applicable, and some medical information, which we use to approve services for you or manage your services. We may keep you from seeing all or parts of your records for reasons allowed by law. If we do, we will give you information on how to file an appeal of our decision.
- If you believe that certain information in our records about you is wrong, you have the right to ask us to amend the records. We may deny your request if the information is not created or kept by GSC, or is already accurate and complete. If your request is denied, you may send in a statement disagreeing with our decision, which will be kept with your records.

IMPORTANT

GSC DOES NOT HAVE COMPLETE COPIES OF YOUR MEDICAL RECORDS. IF YOU WANT TO LOOK AT, GET A COPY OF, OR CHANGE YOUR COMPLETE MEDICAL RECORDS, PLEASE CONTACT YOUR DOCTOR, CLINIC, OR MANAGED CARE PLAN.

- You have the right to request a list of the times when we have shared your health information after April 14, 2003. The list will tell you whom we shared information with, when, for what reasons, and what information was shared. The list will not include when we gave information to you, or with your permission, or shared it for treatment, payment, or health care operations.
- You have the right to get a paper copy of this Notice of Privacy Practices when you request it. You can also find this Notice on our website at: www.goodwillsocal.org at a later date.



Values: **R**espect
Integrity
Service
Excellence

HOW DO YOU CONTACT US TO USE YOUR RIGHTS OR TO COMPLAIN?

If you want to use any of the privacy rights explained in this Notice, or, if you believe that we have not protected your privacy and wish to complain, please call or write:

Victor Rocha, Privacy Officer
Goodwill Southern California
342 San Fernando Road
Los Angeles, CA 90031
(323) 333-9757 or FAX (323) 539-2032

COMPLAINTS

You may file a complaint by calling or writing the Privacy Officer, CA Department of Health Services, P.O. Box 997413, MS 4721, Sacramento, CA 95899-7413, (916) 552-9444 or (877) 735-2929 TTY/TDD. You may also contact the Secretary of the Department of Health and Human Services at 200 Independence Avenue, S.W., Room 615 F, Washington, DC 20201. Or you may call the U.S. Office of Civil Rights at 866-OCR-PRIV (866-627-7748) or 866-788-4989 TTY.

GSC cannot take away your health care benefits or do anything to hurt you in any way if you choose to file a complaint or use any of the privacy rights in this Notice.

If you have any questions about this Notice, and want further information, please contact the Privacy Officer, California Department of Health Services, at the address and phone number above.

CHANGES TO NOTICE OF PRIVACY PRACTICES

GSC must obey the Notice in effect on April 14, 2003. We have the right to change our privacy practices. If we do make any changes, we will revise this Notice and get it to you right away.