



Operation Access Notice of Privacy Practices

Health information is private and must be protected. There is a federal law that sets rules for health care providers and health care providers and health insurance companies about who can look at and receive our health information. This law, called the Health Insurance Portability and Accountability Act of 1996 (HIPAA), gives you rights over your health information, including the right to get a copy of your information, make sure it is correct, and know who has seen it.

Federal law requires Operation Access to protect the privacy of information that identifies you and relates to your past, present, and future physical and mental health and conditions (“protected health information.”)

How We Collect Information About You: Operation Access and its employees and volunteers collect data through a variety of means including but not necessarily limited to letters, phone calls, emails, voice mails, and from applications, referral forms, and documents.

How We Use Your Protected Health Information: Information is used only as is reasonably necessary to process your application or referral or to provide you with medical services which may require communication between OA and health care providers, medical product or service providers, pharmacies, and other providers necessary to verify your medical and financial information is accurate or to determine the type of medical supplies or any health care services you need. You may ask to see or get a copy of your medical record and other health information. If you want a copy, you may have to put your request in writing and pay for cost of copying and mailing. In most cases, your copies should be given to you within 30 days.

Non-uses of Your Protected Health Information: Information about your finances and protected health information that you provide to Operation Access in writing, on the phone (including information left on voice mails), via email, contained in or attached to applications or referrals, or directly or indirectly given to us, is held in strictest confidence. Operation Access does not give out, exchange, barter, rent, sell, lend, or disseminate any information about applicants or clients that is considered patient confidential, is restricted by law, or has been specifically restricted by a patient/client in a signed HIPAA consent form. If you think your rights are being denied or your health information is not being protected, you have the right to file a complaint with your provider, health insurer, or the US Department of Health and Human Services. To learn more, visit www.hhs.gov/ocr/privacy/.

Limited Right to Use Non-Identifying Personal Information from Biographies, Letters, Notes, and Other Sources: We reserve the right to use non-identifying information about our clients (those who receive services or goods from or through us) for fundraising and promotional purposes that are directly related to our mission. Clients will not be compensated for use of this information and no identifying information (photos, addresses, phone numbers, contact information, last names or uniquely identifiable names) will be used without client’s express advance permission. You may specifically request that NO information be used whatsoever for promotional purposes, but you must identify any requested restriction in writing. We respect your right to privacy and assure you no identifying information or photos that you send to us will ever be publicly used without your direct or indirect consent.

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