



# SOUTHWEST BEHAVIORAL HEALTH CENTER

## *Notice of Privacy Practices*

*EFFECTIVE FEBRUARY 18, 2010*

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

## PRIVACY PROMISE

Southwest Behavioral Health Center (SWC) understands that your health information is personal. Protecting your health information is important. We follow strict federal and state laws that require us to maintain the confidentiality of your health information.

## OUR PRIVACY RESPONSIBILITIES

SWC is required by law to:

- Maintain the privacy of your health information
- Provide this notice that describes the ways we may use and share your health information
- Follow the terms of the notice currently in effect

We reserve the right to make changes to this notice at any time and make the new privacy practices effective for all information we maintain. Current notices will be posted in all Southwest Behavioral Health Center facilities and on our website, [www.southwestcenter.com](http://www.southwestcenter.com). You may also request a copy of any notice from the Privacy Office.

*Note: All substance abuse disclosures must follow federal confidentiality laws and regulations. These regulations (42 CFR) are more restrictive than those outlined in this Notice. If you have questions regarding 42 CFR, please contact the Privacy Officer.*

## HOW WE USE YOUR HEALTH INFORMATION

When you receive care from SWC, we may use your health information for treating you, billing for services, and conducting our normal business known as health care operations. Examples of how we use your information include:

- Treatment - We keep records of the care and services provided to you. For example, the treatment team may use these records to plan, provide and coordinate quality services to meet your needs.
- Payment - We keep billing records that include payment information and documentation of the services provided to you. Your information may be used to obtain payment from you, your insurance company, or other third party. For example, we may contact your insurance company to verify coverage or to request prior approval for services. Southwest Behavioral Health Center must honor a patient request to restrict disclosure of protected health information to a health plan provided that the client pays for services out of pocket, in full, at each visit.
- Health Care Operations – We use health information to improve the quality of care. For example, we may use your health information to evaluate the quality of treatment and services provided by our health care professionals.

## SHARING YOUR HEALTH INFORMATION

There are limited situations when we are permitted or required to disclose health information. These situations may include:

- To share information with our business associates (i.e. transcriptionist, attorney). We require all business associates to follow SWC privacy practices.
- To share information with family or others responsible for your care or payment for your care
- When otherwise required by law
- For public health activities such as reporting communicable diseases, injury, or disability
- For health oversight activities such as investigations, audits, and inspections
- When requested by law enforcement as required by law or court order
- To remind you of an appointment (if you do not wish to be reminded, please notify the scheduler)
- To protect victims of abuse, neglect, or domestic violence
- For Workers Compensation or other similar programs

*All other uses and disclosures, not described in the Privacy Notice, require your signed authorization. You may revoke your authorization at any time with a written statement.*

## **YOUR INDIVIDUAL RIGHTS**

You have the right to:

- Contact our Privacy Officer if you want additional information about our privacy practices, your privacy rights, or if you believe that your privacy rights have been violated.
- ★ Inspect and copy your health information, including medical and billing records. Fees may apply. Under limited circumstances, we may deny you access to a portion of your health information and you may request a review of the denial.
- ★ Request corrections or additions to your health information
- ★ Request restriction on how we use and share your health information. We will consider all requests for restrictions carefully, but are not required to agree to any restrictions.
- ★ Request an accounting of certain disclosures of your health information made by us. The first accounting is free, but a fee will apply if more than one request is made in a 12-month period.
- ★ Request that we use a specific telephone number or address to communicate with you
- File a complaint. If you believe your privacy rights have been violated, in addition to filing a complaint with us, you have the right to file a written complaint with the *Office of Civil Rights*. Upon request, the Privacy Officer will provide you with the information needed to file your complaint. Under no circumstances will we retaliate against you for filing a complaint with the Office of Civil Rights or us.

*Requests marked with a star (★) must be made on the appropriate form. Contact the Privacy Office for the needed form (see the back of this brochure for information on how to contact the Privacy Office).*

## **CONTACT US**

If you would like further information about your privacy rights, are concerned that your privacy rights have been violated, or disagree with a decision that we made about access to your health information, please contact us at the following address:

Southwest Behavioral Health Center  
474 West 200 North, Suite 300  
St. George, UT 84770

1-435-634-5600  
1-800-574-6763