



San Luis Obispo County Health Agency **CCS & MIS**P

Notice of Privacy Practices

Effective March 2024

Your Information.

Your Rights.

Our Responsibilities.

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.

Your Rights

When it comes to your health information, you have certain rights. This section explains your rights and some of our responsibilities to help you.

Get an electronic or paper copy of your medical record

- You can ask to see or get an electronic or paper copy of your medical record and other health information we have about you, including results of lab tests performed by us. We will provide a copy or a summary of your health information, usually within 30 days of your request. We may charge a reasonable, cost-based fee.
- You may submit your request in writing at any clinic or by writing to:
SLO County Medical Records
2178 Johnson Avenue
San Luis Obispo, CA. 93401
- If you have questions about the process you may call (805) 781-4724.

Ask us to correct your medical record

- You can ask us to correct health information about you that you think is incorrect or incomplete. Ask us how to do this. We may say “no” to your request, but we’ll tell you why in writing within 60 days.

Request confidential communications

- You can ask us to contact you in a specific way (for example, home or office phone) or to send mail to a different address.

Ask us to limit what we use or share

- You can ask us not to use or share certain health information for treatment, payment, or our operations. We are not required to agree to your request, and we may say “no” if it would affect your care.

- If you pay for a service or health care item out-of-pocket in full, you can ask us not to share that information for the purpose of payment or our operations with your health insurer. We will say “yes” unless a law requires us to share that information.

Get a list of those with whom we’ve shared information

- 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.

Get a 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. We will provide you with a paper copy promptly.

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.

File a complaint if you feel your rights are violated

You can complain if you feel we have violated your rights by contacting us in the following ways:

- You can our toll-free confidential hotline at: **(855) 326-9623**
- Or you can contact us by e-mail at: HA.Compliance@co.slo.ca.us
- Or send a letter to: Privacy Officer
San Luis Obispo County Health Agency
2180 Johnson Avenue
San Luis Obispo, CA 93401
- Contact Department of Health & Human Services at: Office of Civil Rights
90 7th Street, Suite 4-100
San Francisco, CA 94103
- Or you can file a complaint online at: [HIPAA Complaint Process | HHS.gov](#)
- Or call toll free at: (800) 368-1019 – TDD (800) 537-7697

You will not be punished or penalized for asking questions or for filing a complaint.

Your Choices

For certain health information, you can tell us your choices about what we share. If you have a preference for how we share your information in the situations described below, talk to us. Tell us what you want us to do, and we will follow your instructions.

Note: This section lists several of the ways in which healthcare providers may share your information; however, many do not apply to the practices of the San Luis Obispo County Health Agency. Other uses and disclosures not listed in this notice will be made only with your written authorization. You may revoke this authorization at any time, in writing.

In these cases, you have both the right and choice to tell us to:

- Share information with your family, close friends, or others involved in your care
- Share information in a disaster relief situation
- Include your information in a directory (the Health Agency doesn't use a patient directory)

If you are not able to tell us your preference, for example if you are unconscious, we may go ahead and share your information if we believe it is in your best interest. We may also share your information when needed to lessen a serious and imminent threat to health or safety.

In these cases we never share your information unless you give us written permission:

- Marketing purposes (The Health Agency does not use your information for marketing.)
- Sale of your information (the Health Agency does not sell your information)

In the case of fundraising

- The Health Agency will not contact you for any fundraising effort.

Our Uses and Disclosures

We typically use or share your health information in the following ways.

Treat you

- We can use your health information and share it with other professionals who are treating you.
 - *Example:* A doctor sends us information about your diagnosis and treatment plan so that we can arrange additional services

Run our organization

- We can use and share your health information to run our organization, improve your care, and contact you when necessary.
 - *Example:* We use health information about you to manage your treatment and services.

Bill for your services

- We can use and share your health information to bill and get payment from health plans or other entities.
 - *Example:* We give information about you to your health insurance plan so that it will pay for your services.

How else can we use or share your health information?

We are allowed or required to share your information in other ways – usually in ways that contribute to the public good, such as public health and research. We have to meet many conditions in the law before we can share your information for these purposes.

For more information see: [HIPAA for Individuals | HHS.gov](#).

(Note: This Notice will separately describe the ways that the County can use or disclose HIV/AIDS results).

Health Information Exchange (HIE):

San Luis Obispo County Health Agency (SLOHA) participates in a health information exchange (HIE) operated by the California Mental Health Services Authority (CALMHSA). Through HIEs, your health information may be electronically shared with hospitals, behavioral health providers, county health programs, physicians, social workers, and other HIE participants who may provide physical or behavioral health services to you. As part of DHCS's CalAIM (California Advancing and Innovating Medi-Cal) program to provide patients with "whole person care", your health information is aggregated and shared in real time in collaboration with other programs contracted with DHCS to provide covered services under Medi-Cal. An HIE is the vehicle used to ensure that you are provided the most efficient means of accessing healthcare under Medi-Cal. Such services provided could include but are not limited to coordinating your care per CalAIM initiatives, clinical staff communicating with each other regarding your treatment, managing the organization, and billing for the services provided to you. Some types of health information, such as substance use disorder information, will not be shared with CALMHSA's HIE unless you authorize SLOHA to make the disclosure. In certain circumstances, other types of health information about you can be shared without your authorization, such as in instances listed elsewhere in this Notice of Privacy Practices. If you do not want SLOHA to share your health information with the

CalMHSA HIE, you may opt out of the information sharing by contacting CalMHSA at OptOut@calmhsa.org. Opting out will prevent future sharing of your health information via the CalMHSA HIE, but HIE participants may still be able to access information about you from other sources which are already allowed to share your information by law or through your authorization.

Help with public health and safety issues.

We can share health information about you for 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 health or safety

Do research

- We can use or share your information for health research.

Comply with the 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.

Respond to organ and tissue donation requests

- We can share health information about you with organ procurement organizations.

Work with a medical examiner or funeral director

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

Address 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 and officials
- With health oversight agencies for activities authorized by law
- For special government functions such as military, national security, and presidential protective services

Respond to lawsuits and legal actions

- We can share health information about you in response to a court or administrative order, or in response to a subpoena.

Uses and Disclosures of HIV/AIDS Information:

In general, written authorization (by client or authorized representative) is required for the disclosure of HIV/AIDS test results. The following exceptions apply:

- Disclosures made to your health care provider for purposes of diagnosis, treatment, or care.
- State reporting requirements for Public Health purposes.
- Payment: to bill for the cost of your healthcare (for example, to bill Medi-Cal or Medicare).
- Operations: we may use or disclose your information to support our business operations (for example, to evaluate staff performance or review the quality of services provided to you).
- Other disclosures that may be required under the law.

Violation of the Federal law and regulations by a program is a crime.

Suspected violations may be reported to appropriate authorities in accordance with Federal regulations. Federal law and regulations do not protect any information about a crime committed by a patient either at the program or against any person who works for the program or about any threat to commit such a crime. Federal laws and regulations do not protect any information about suspected child abuse or neglect from being reported under State law to appropriate State or local authorities.

Our Responsibilities

- We are required by law to maintain the privacy and security of your protected health information.
- We 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. If you tell us we can, you may change your mind at any time. Let us know in writing if you change your mind.

For information about our responsibilities for this notice, see:

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[HIPAA for Individuals | HHS.gov](https://www.hhs.gov/hipaa/for-individuals/).

This notice applies to the following services within the San Luis Obispo County Health Agency:

- | | | |
|--|---|-------------|
| • Mental Health Services | - | See: |
| www.slocounty.ca.gov/health/mentalhealthservices | | |
| • Drug & Alcohol Services | - | See: |
| www.slocounty.ca.gov/health/DAS_Home | | |
| • Public Health Services | - | See: |
| www.slocounty.ca.gov/health/publichealth | | |

You may ask about Health Agency programs and clinic locations by calling 805-781-5500. *Health information about services you may have received from our Mental Health or Drug and Alcohol programs is filed in an electronic health records system that is shared between the two programs. Staff members of these two programs are allowed limited access to your health information and only the minimum amount necessary to provide for your treatment, to receive payment for services, and to run the operations of our organization.*

Changes to the Terms of this Notice

- We can change the terms of this notice, and the changes will apply to all information we have about you. The new notice will be available upon request, in our office, and on our web site.
- This notice is effective as of March 2024.

For questions about this notice:

- Contact the Health Agency Compliance Program Manager at: 805-781-4788.
- Or send an e-mail to: Ha.Compliance@co.slo.ca.us
- Or send a letter to: County of SLO Health Agency
Compliance Program Manager
2180 Johnson Ave., San Luis Obispo, CA. 93401

Discrimination is Against the Law

San Luis Obispo County complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. The County does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex. San Luis Obispo County:

- A. Provides free aids and services to people with disabilities to communicate effectively with us, such as qualified sign language interpreters;
- B. Written information in other formats;
- C. Provides free language services to people who's primary language is not English, such as qualified interpreters and information written in other languages.

If you need these services, please contact the Health Agency at (800) 838-1381

If you believe that the County has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with:

Patient Rights Advocate
2180 Johnson Avenue,
San Luis Obispo, CA 93401
(805) 781-4738,
Email to: BH.PatientRightsAdvocate@co.slo.ca.us

Español (Spanish)	ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al (800) 838-1381
繁體中文 (Chinese)	注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 (800) 838-1381
Tiếng Việt (Vietnamese)	CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số (800) 838-1381
한국어 (Korean)	주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. (800) 838-1381
Tagalog (Filipino)	PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa (800) 838-1381
Հայերեն (Armenian)	ՈՒՇԱԿՈՒՄԻՔՅՈՒՄԸ Եթե խոսում եք հայերեն, ապա ձեզ անվճար կարող են տրամադրվել լեզվական աջակցություններ: Հանգահարեք (800) 838-1381
فارسی (Farsi)	توجه: اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما (800) 838-1381
Русский (Russian)	ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните (800) 838-1381
日本語 (Japanese)	注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。(800)838-1381
العربية (Arabic)	رقم (800) (838-1381) ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوفر لك بالمجان. اتصل برقم
ខ្មែរ (Cambodian)	ប្រយ័ត្ន: បើសិនជាអ្នកនិយាយភាសាខ្មែរ, សេវាជំនួយផ្នែកភាសាដោយមិនគិតល្អូល គឺអាចមានសំរាប់បំរើអ្នក។ ចូរទូរស័ព្ទ (800) 838-1381 ។
Hmoob (Hmong)	LUS CEEV: Yog tias koj hais lus Hmoob, cov kev pab txog lus, muaj kev pab dawb rau koj. Hu rau (800) 838-1381

ਪੰਜਾਬੀ (Punjabi)	ਪੰਜਾਬੀ ਵਿਚ: ਸੁ ਤਮ ਪੰਜਾਬੀ ਬਲਦ ਹ, ਤੁ ਭਾਗ ਵਿਚ ਸਹਾਇਤਾ ਸੇਵਾ ਤੁਹਾਡ ਲਈ ਮੁਫਤ ਉਪਲਬਧ ਹੈ। (800) 838-1381
हिंदी (Hindi)	ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। (800)838-1381
ภาษาไทย (Thai)	เรียน: หากคุณพูดภาษาไทยคุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทร (800) 838-1381
ພາສາລາວ (Lao)	ໂບດຊາບ: ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັຽຄ່າ, ແມ່ນມີພ້ອມໃຫ້ທ່ານ. ໂທ (800) 838-1381

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, a Patient Rights Advocate is available to help you. You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office of Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at [U.S. Department of Health & Human Services - Office for Civil Rights \(hhs.gov\)](https://www.hhs.gov/ocr/office/civil-rights-complaint-portal), or by mail or phone at: U.S. Department of Health and Human Services 200 Independence Avenue, SW Room 509F, HHH Building Washington, D.C. 20201 1-800-368-1019, 800-537-7697 (TDD) Complaint forms are available at [U.S. Department of Health & Human Services - Office for Civil Rights \(hhs.gov\)](https://www.hhs.gov/ocr/office/civil-rights-complaint-portal)