

Spokane County Regional Support Network Privacy Policy

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.

Subject: Privacy Policy
Effective Date: April 14, 2003
Revision Date(s):

Purpose

This Privacy Policy explains what Spokane County Regional Support Network (SCRSN) does to keep information about you private and secure. SCRSN is required by law to keep your health information private and to provide you with this written notice. We want you to know how we manage that information to serve you and that you have choices about how it is shared. SCRSN is required to abide by the terms of this notice. We reserve the right to change this policy, but you will be notified of any changes.

Policy

Our Privacy Policy covers all SCRSN Eligible Consumers. This policy also applies to current and former Consumers. Separate policies may apply for more specific uses and disclosures of health care information. This Privacy Notice is posted on the SCRSN's website at: www.spokanecounty.org/mentalhealth.

What information do you have about me?

To provide services and to help meet your needs, SCRSN collects information from various sources.

- We get information from your requests. One example is you seeking mental health services.
- We get information about your contacts with us and with mental health provider agencies. For example, a service provider with whom the SCRSN contracts for the provision of services to you.
- We get information from an individual or entity who has had required information from you from whom the SCRSN may be seeking information regarding you.

How does the SCRSN Safeguard Information about me?

SCRSN takes a number of steps to protect the privacy of information about you. Here are some examples.

- We keep information under physical, electronic and procedural controls that comply with federal standards. These controls help keep information from being improperly disclosed, changed or destroyed.

- We authorize other entities to get information about you only when needed to do their work for the SCRSN.
- We require subcontractors and business associates working for us to protect information. They agree to use it only to provide the services we ask them to perform for you and for us.

Is information about me shared within the SCRSN?

Yes. We may share information about you within the Spokane County Community Services Department. This helps us to offer you mental health services such as **treatment, payment** and our conducting our **operations**.

Is information shared about me outside of the SCRSN?

Yes. We may share your information as required or permitted by law. This enables sharing of information for legal and routine business reasons such as:

- Government Audit
- Your Consent
- Staffings with SCRSN Providers

How will I be notified of any changes to this policy?

You may view the SCRSN Privacy Policy at:

www.spokanecounty.org/mentalhealth

What are my rights regarding my health care information?

You have the following rights regarding your protected health information:

• Right to Inspect and Copy	• Right to Request Confidential Communications
• Right to Amend	• Right to Request Restrictions
• Right to a Paper Copy of Notice	• Right to an Accounting of Certain Disclosures

You may fill out a Consumer Restriction Form for Uses and Disclosures of Protected Health Information (PHI) for Treatment, Payment and Operations (TPO) by contacting the SCRSN Privacy Officer in writing at 901 N. Monroe Street, Suite 250, Spokane, WA 99201. You may also request to receive an Accounting of Disclosures outside of TPO by writing to the SCRSN Privacy Officer at the above address.

What if I have a complaint about my privacy rights?

If you believe your rights have been violated, you may file a complaint with our Privacy Officer at 509-477-4512, 901 N. Monroe Street, Suite 250, Spokane, WA 99201. You may also file a complaint with the Secretary of the Department of Health and Human Services. You will not be retaliated against if you make a complaint.