

NOTICE OF PRIVACY PRACTICES

**THIS NOTICE DESCRIBES HOW YOUR
WELLNESS CENTER INFORMATION
MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION.**

Please review carefully.

❖ **Our Pledge and Responsibilities**

We understand your personal information and related services are private and we are strongly committed to protecting your information as required by federal and state law. Kings View's Wellness Centers create a record of the services you receive so we can provide you with high quality services and comply with certain legal requirements. This notice applies to all the records generated and maintained about you by our Wellness Centers and to any records we may receive from your other providers. Your other providers may have different policies regarding their use and disclosure of personal information created at their offices or facilities.

We are required by state law – the California Information Practices Act – to:

- Only collect personal information as necessary and relevant to providing you services;
- Make sure all personal identifying information is kept private and secure;
- Let you know promptly if a breach occurs that may have compromised the privacy or security of your information.
- Give you this notice of our legal duties and privacy practices with respect to personal information maintained about you; and
- To follow the terms of the notice currently in effect.
- Not use or share your information except as described here unless you consent in writing.

❖ **Terms Used in This Notice**

- **Disclosure** is when your personal information is shared, transferred, disseminated, or otherwise communicated to any person or entity outside the Wellness Center.
- **Authorization** is your voluntary written permission to disclose your personal information to a person or agency outside the program serving you when your authorization is legally required.
- **Personal** information is any information in any form (e.g. paper, electronic, or verbal) that identifies or describes you, including, but not limited to, your name, social security number, physical description, home place of residence address, phone number, education, financial matters, health, or employment history It include statements made by you.
- **Use** means the work-related sharing and use of your personal information by program staff.

❖ **Included In This Notice**

- Section 1: How we may use and disclose your personal information.
- Section 2: Your legal privacy rights regarding access to the information and records we maintain about you.
- Section 3: How to get more information about our privacy practices or file a complaint if you believe Kings View has violated your privacy rights.

❖ Changes to This Notice

We reserve the right to change this notice, and our privacy practices, at any time. Changes will apply to any of your personal information we already have, and information we receive in the future. Each time you register for new services you will be offered a copy of the current notice. The current notice is posted on all our facilities, available upon request, and on our website www.kingsview.org.

Section 1: How We May Use and Disclose Your Personal Information

The following categories describe different ways we use and disclose your personal information. For each category of uses or disclosures, we will explain what we mean and give some examples. Not every use or disclosure in a category will be listed. However, all the ways we are permitted to use and disclose information will fall within one of the categories.

- 1. At Your Request.** We may disclose your information to another person or entity when requested by you, or your legal representative. This disclosure at your request requires your written authorization. For example, you may want us to disclose your program schedule to a family member who assists you with your participation in the program. Or you may want us to send your attendance records to your mental health provider. Your consent must be current, usually within 30 days of the disclosure – or you can specify a longer limit if you prefer.
- 2. Provide Your Services.** We will use your personal information to provide services to you. Only staff directly involved in providing or facilitating your services, and as necessary for them to do their job, have access to your records.
- 3. Payment.** We may use and disclose information about you to get reimbursed for the services you receive. Information provided is limited to the minimum necessary to obtain payment for services rendered.
- 4. Operations.** We may use and disclose information about you for our own business operations. These uses and disclosures are necessary to administer and operate the Wellness Centers and ensure you receive appropriate and quality services.
- 5. Appointment Reminders.** With your agreement we may use your personal information to remind you of an appointment with your agreement using the contact information you provide. You may ask us not to remind you of your appointments.
- 6. As Required by Law.** We will disclose personal information about you when required to do so by federal, state, or local law.
- 7. Health Oversight Activities.** We may disclose your personal information to an oversight agency for activities authorized by law. These oversight activities include, for example, audits, investigations, inspections, and licensure. These activities are necessary for the government to monitor the health care system, government programs, and compliance with civil rights laws.
- 8. To Avert a Serious Threat to Your Health or Safety.** We may use and disclose your personal information when necessary to prevent a serious threat to your health and safety. Any disclosure, however, would only be to someone we believe is able to prevent the threat or harm from happening. We will attempt to notify you at your last address/phone number prior to making this disclosure.
- 9. Complaint Investigation.** We will disclose your personal information to the Office of Information Practices if you have provided a voluntary written authorization permitting them to investigate a complaint about the Wellness Center's alleged violation of the Information Practices Act.

- 10. Lawsuits and Disputes.** If you are involved in a lawsuit or dispute, we may disclose your personal information in response to a court or administrative order. We may also disclose information about you in response to a subpoena, discovery request, or other lawful process by someone else involved in the dispute, but only if efforts have been made to tell you about the request (which may include written notice to you) or to obtain an order protecting the information requested. We may disclose information to courts, attorneys, and court employees for certain other judicial or administrative proceedings.
- 11. Law Enforcement.** We may release your personal information if asked to do so by a law enforcement official including:
- In response to a court order, subpoena, warrant, summons or similar process;
 - To report criminal conduct at our facility, or threats of such conduct against our staff or facility;
 - To identify or locate a suspect, fugitive, material witness, certain escapes, and certain missing persons;
 - When requested by an officer who lodges a valid warrant with the facility.
- Reasonable attempts will be made to notify you before the disclosure.
- 12. Research.** We may use and disclose your protected health information if approved by an Institutional Review Board (IRB). An IRB is a committee responsible, under federal law, for reviewing and approving human subjects' research to protect the safety of the participants and confidentiality of their information. If we do decide to participate in a research project, we will notify you in advance and give you the choice to opt out.
- 13. Government.** We may disclose information about you to the government and government law enforcement as required by state or federal law.
- 14. Committee of Legislature or a Member.** We may disclose your information to a Committee of the Legislature, or his or her staff when authorized in writing by the member, where such member has permission to obtain the information from the individual to whom it pertains or where the member provides reasonable assurance that he or she is acting in behalf of the individual.
- 15. Marketing and Fund Raising.** We will never disclose your personal information for marketing, fund raising, or sell your personal information.
- 16. Other Uses of Your Personal Information.** Other uses and disclosures of your personal information not covered by this notice or the laws that apply to us will be made only with your written permission. If you provide us with permission to use or disclose information about you, you may revoke your permission at any time. If you revoke your permission, we will no longer use or disclose your information for the reasons covered by your written authorization. You understand we are unable to take back any disclosures we have already made with your permission, and we are required to retain our records of the service we provided to you.

Section 2: Your Privacy Rights

You have the following rights regarding personal information we maintain about you.

- 1. Inspect and Copy Your Records.** You can ask to see or get an electronic or paper copy of your record and other health information we have about you. Ask us how to do this. We will provide a copy of your records within 15 days of your written request and may charge a reasonable, cost-based fee.
- 2. Correct Your Records.** If you feel any significant personal information in your record, which could affect your status or rights, is not accurate, relevant, timely or complete, you have the right to submit a request for amendment or correction of the record. You have the right to request an amendment for as long as the information is kept by or for us. Ask us how to do this. We may say "no" to your request, but we will tell you why in writing within 60 days.

3. **Confidential Communications.** You may request we communicate with you in a specific way to protect your privacy. For example, you may request that we call you only at your work number or send mail to a special address. We will accommodate all reasonable requests.
4. **Accounting of Disclosures.** You can ask for a list (accounting) of the times we disclosed your personal information other than for our own uses. The accounting is for the prior three years or until the record is destroyed, whichever is shorter. We will tell you what we disclosed, who we disclosed it to, and why.
5. **Copy of Notice of Privacy Practices.** You can ask your service provider for a paper copy of this notice at any time – even if you agreed to receive it electronically. You may also get the notice from the Kings View website: www.kingsview.org
6. **Legal Representative.** If you have given someone medical power of attorney, you have a legal guardian, or conservator, that person can exercise all your privacy rights on your behalf and make choices about your protected health information. We will make sure that person has this authority and can act for you before we take any action.

BE ADVISED

SECTION 1798.56 OF THE INFORMATION PRACTICES ACT PROVIDES THAT ANY PERSON WHO WILLFULLY REQUESTS OR OBTAINS ANY RECORD CONTAINING PERSONAL OR CONFIDENTIAL INFORMATION FROM A STATE AGENCY OR ITS CONTRACTED AGENCIES UNDER FALSE PRETENSES SHALL BE GUILTY OF A MISDEMEANOR AND FINED \$5,000 OR IMPRISONED FOR NOT MORE THAN A YEAR, OR BOTH.

Section 3: Questions and How To Report A Privacy Complaint

Please contact the Kings View Chief Compliance and Privacy Officer if you want more information or have questions about our privacy practices.

If you feel your privacy rights have been violated, you have the right – and we encourage you – to file a complaint. We would appreciate the opportunity to resolve your concern, but you may file a complaint directly with the California Attorney General's Office.

- For more information or to file a privacy complaint with Kings View, contact:

Kings View

Attention: Chief Compliance and Privacy Officer
1396 W. Herndon Avenue
Fresno, CA 93711
Phone: (559) 256-1080
Email: CompliancePrivacyOfficer@kingsview.org
www.kingsview.org/contact

- To file a complaint with the State Attorney General, contact:

State of California

Office of the Attorney General Attention:
Public Inquiry Unit
P.O. Box 944255
Sacramento, CA 94244-2550
Phone: (800) 952-5225
Fax: (916) 323-5341

 **Thank you for choosing Kings View.**

**ACKNOWLEDGEMENT OF RECEIPT OF
KINGS VIEW - WELLNESS CENTERS
NOTICE OF PRIVACY PRACTICES**

- I hereby acknowledge receipt of the Kings View Wellness Centers Notice of Privacy Practices.
- I have been offered a copy of the Kings View Wellness Centers Notice of Privacy Practices, but do not wish to receive it at this time.

Signed: _____ Date: _____

Print Name: _____

Relationship (if not signed by client): _____