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

You have the right to:
• Get a copy of your paper or electronic medical record.
• Correct your paper or electronic medical record.
• Request confidentiality communication.
• Ask us to limit the information we share.
• Get a list of those with whom we’ve shared your information.
• Get a copy of this privacy notice.
• Choose someone to act for you.

You have some choices in the way that we use and share information as we:
• Tell family and friends about your condition.
• Provide disaster relief.
• Include you in a hospital directory.
• Provide mental health care.
• Market our services and sell your information.
• Raise funds.

We may use and share your information as we:
• Treat you.
• Run our organization.
• Bill for your services.
• Help with public health and safety issues.
• Do research.
• Comply with the law.
• Respond to organ and tissue donation requests.
• Work with a medical examiner or funeral director.
• Address workers’ compensation, law enforcement, and other government requests.
• Respond to lawsuits and legal actions.

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. Ask us how to do this.
• 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.

Ask us to correct your medical record.
• You or your legal representative 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.
• We will say “yes” to reasonable requests.

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 paper (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 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 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 file a complaint if you feel we have violated your rights by contacting us using the information at the end of this notice.
• You can file a complaint with the U.S. Department of Health and Human Services Office for Civil Rights by sending a letter to 200 Independence Avenue, S.W., Washington, D.C. 20201, calling 1-877-696-6775, or visiting hhs.gov/ocr/privacy/hipaa/complaints/.
• You will not be penalized for filing a complaint.

Treat you
• We can use your health information and share it with other professionals who are treating you. Example: A doctor treating you for an injury asks another doctor your overall health condition.

Run our organization
• We can use your health information to run our practice, 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 it will pay for your services.

Appointment reminders
• We may use or disclosure health information to provide a reminder to you about an appointment you have for treatment or medical care at Monument Health.

Treatment alternatives
• We may use or disclose your health information to manage and coordinate your healthcare and inform you of treatment alternatives and other health related benefits that may be of interest to you. This may include telling you about treatments, services, products and/or other healthcare providers. For example, if you are diagnosed with diabetes, we may tell you about nutritional guidelines and other counseling services that may be of benefit to you.

Electronic Health Record
• Your health information is maintained in an electronic health record at Monument Health. To facilitate access to information for the treatment purposes of shared patients, Monument Health may allow access by outside healthcare providers.

Health Information Exchange
• Monument Health may choose to participate in electronic health information exchanges in order to facilitate access to health information from other health care providers who provide care to you. For example, if you are admitted to the emergency room at another hospital that participated in the health information exchange, the exchange will allow us to make your health information available electronically to those who need it to treat you.

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 hhs.gov/ocr/privacy/hipaa/understanding/consumers/index.html.

Help with public health and safety issues.
• We can share health information about you for certain 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 anyone’s 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 when 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 or with a law enforcement official
• If 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.

Tell us what your choices are.
• For certain health information, you can tell us your choices about what we share. If you have a clear 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.

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 hospital directory.
• Choose someone to act for you.

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 certain permission:
• Marketing purposes
• Sale of your information
• Most sharing of psychotherapy notes

In the case of fundraising:
• We may contact you for fundraising efforts, but you can tell us not to contact you again.

For more information, see hhs.gov/ocr/privacy/hipaa/understanding/consumers/noteonhcp.html.

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 of Privacy Practices applies to the following organizations:
• All Monument Health facilities, caregivers and medical staff.

Contact for Questions or Complaints
If you have questions, concerns or would like further information about this notice, please contact:
Monument Health Privacy Officer
PO Box 6000
Rapid City, SD 57701
(605) 755-9020
CorporateResponsibility@monument.health
www.monument.health

Effective Date
This Notice of Privacy Practices is effective August 1, 2017.