



PB&J FAMILY SERVICES, INC.

## Notice of Privacy Practices

(Effective April 14, 2003)

PB&J is required by law to keep personal information about you, including health information strictly confidential. Please read this notice carefully.

PB&J is committed to protecting your personal information. This *Notice* tells you how information about you may be used: It also describes when we may give or show your personal information to others. Finally the *Notice* explains your rights to see and get copies of your personal information.

Examples of private information PB&J may collect: health information, your address, telephone number, birth date, race, sex and ethnicity either received from another service provider or collected here. This private information relates to your past, present, or future physical or mental health or condition.

PB&J will follow the rules in this *Notice*. We may change the *Notice* in the future. You can ask to see the revised *Notice* at anytime you wish. We will also be happy to mail you a copy of the revised *Notice* or will give you one at your next appointment.

### How PB&J Will Use or Disclose Information About You

#### *For Purposes Requiring Your Consent or Permission*

##### **To Provide Services**

We will use your personal and health information to provide services to you. We will also use this information to coordinate services with other agencies and individuals in order to help you obtain the services you may need such as case management, various therapies and medical care. We will only provide the information needed for these agencies or individuals to do their job providing services to you.

##### **To Receive Payment**

PB&J may use your personal information, as required, in order to collect payment for the services we provide you. Information, as required, is entered into various MIS systems as part of the reimbursement process. For example, the agency paying for your services may ask for information from us before they will pay us. They may also ask for information to be sure we are doing what we have agreed to do, by conducting audits.

##### **For PB&J Operations**

We will use your personal information to reassure that we are doing a good job helping you and to maintain operations and improve the agency. We may call you to remind you of an appointment. We may review this information to be sure you are being treated well. We may use this information to train our employees.

##### **Others Involved in Your Healthcare**

Unless you object, we may provide your personal information to people you tell us are involved in or responsible for your care. These may include a member of your family, a relative, a close friend, or any other person responsible for your care. The information we provide must be important to their providing care for you. For example, we may inform persons responsible for your care of your location, general condition, or death.



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### **Emergencies**

We may use or disclose your personal information in an emergency treatment situation. If this happens, we will get your permission as soon as possible. Sometimes a PB&J staff member is required by law to treat you. The staff member will try to get your permission.

### **Other Uses of Your Information**

We may use and disclose information about you in the ways we describe above. We will do our best to ask you to agree or object to these uses. If you are not present or are unable to agree or object, we will determine what is in your best interest. And we will only provide the personal information needed to provide and coordinate services for you.

### *For Permitted Purposes **NOT** Requiring Your Permission*

In certain situations, we are allowed or required to use your personal information without asking your permission. These are described below:

#### **Abuse or Neglect**

The law requires us to report suspected child and adult abuse or neglect. We may use your personal information if we believe you or someone else has been a victim of abuse, neglect, or domestic violence. Whenever possible you will be notified in advance of information sharing. This information will only be provided to the governmental entity authorized to receive such information, and according to federal and state laws.

#### **Public Health**

When required by law, we may provide your personal information to a public health authority. The law requires that we provide your personal information in order to control disease, injury, or disability. If a public health authority tells us to, we may provide your personal information to a foreign government agency working with the public health authority. The law may also require us to provide your personal information to persons who are at risk of getting a communicable disease or spreading it to other people.

#### **For Health Oversight Activities**

We may share your information for the purpose of accreditations, audits, investigations, inspections, and licensure. This is necessary for the government to monitor the service system, government programs and laws.

### *When Required By Law, Or In Case Of Lawsuits and Other Disputes*

We will share information about you when required to do so by federal, state or local law. For instance, if you are involved in a lawsuit or other legal dispute, PB&J may share information about you in response to a court or administrative order, a subpoena or another lawful process and requested by someone else involved in the dispute. We will only do that after you have been told about the request and you have had a chance to get an order to stop us from releasing your information.

We also may share information about you if asked to do so by a law enforcement official, but only in accordance with federal and state laws and regulations, and only:

- In response to a court order, subpoena, warrant, summons or similar process;
- If you are the victim of a crime and if, under certain limited circumstances, we are not able to get your agreement at that time;



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- About criminal conduct by you at a PB&J location;
- In emergency circumstances to report a crime, the location of the crime or victims, or the identity, description or location of the person who committed the crime, a material witness to the crime, or a missing person.

### **Correctional Institutions**

We will provide personal information to a correctional institution if you are an inmate. We will only share your personal information if it is necessary for your health and safety or for the health and safety of others.

## Your Rights Regarding Information about You

### **Right To Inspect And Copy Information About You**

You may inspect and obtain a copy of most of your personal information that PB&J has in its records. However, the law does not allow you to inspect or copy notes made during a counseling session. You also may not inspect and copy information we have gathered because of a possible civil, criminal or administrative action or proceeding. Finally, you may not inspect and copy information that is subject to any law that prohibits access to your personal information.

If we don't let you inspect or copy your personal information, you may be able to request a review. You may even have a right to a review. Contact our Privacy Contact if you have questions about your rights to inspect and copy your personal information.

### **Right To Request A Restriction on How We Use and Provide Information about You**

You may ask us not to use or provide any of your personal information for the purpose of services, payment, or agency operations as required by law. You may ask us not to provide your personal information to family members or friends who may be involved in your care.

PB&J is not required to agree to a restriction that you may request. If we believe it is in your best interest to use and provide your personal information, we will not restrict its use and will provide it as necessary.

If we do agree to the requested restriction, we may not use or provide the restricted information except for purposes not requiring your permission.

### **Right To Request To Receive Confidential Communications From Us By Alternative Means Or At An Alternative Location.**

We will accommodate reasonable requests in writing to use an alternative means of communication or address. We will not ask you why you want this done.

### **Right To Have PB&J Add to Your Protected Client Information.**

You may request we add something to your personal information that we have on file. In certain cases, we have the right to not add what you request. If we deny your request, you have the right to have your disagreement with our decision placed in your client file. We have the right to include our reasons for the denial in your client file. We will provide a copy of our reasons to you.

### **Right to Know How We Have Used and to Whom We Have Provided Information about You**

You may find out from us with whom we have shared your information for purposes other than providing services, obtaining payment, or as required by law. You may only find out about the most recent six (6) years, and only about time following April 14, 2003. You may request a shorter timeframe. We do not have to include times we've provided information to you. We also do not need to include a description of



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information provided to family and friends involved in your care. Your right to receive this information is subject to certain exceptions, restrictions, and limitations.

### **Right to Receive a Written Notice**

You have the right to receive a written copy of this *Notice of Privacy Practices*, even if you have requested this *Notice* be given to you electronically. We will also post this *Notice* at each program in areas open to the general public.

## **Complaints**

You may complain to us or to the Secretary of Health and Human Services if you believe your privacy rights have been violated by us. You may file a complaint with us by notifying our Privacy Contact of your complaint. We will not retaliate against you for filing a complaint.

You may contact your Privacy Contact for further information about the complaint process. This *Notice* was published and becomes effective on April 14, 2003.

### **Privacy Contact Information**

If you receive services in Bernalillo, Cibola and Valencia Counties, call **(505) 877-7060**

If you receive services in Sandoval County, call **(505) 867-2356**