

only to a clergy member, and even if they do not ask for you by name.

- We may disclose medical information about you to **a friend or family member who is involved in your medical care**, or to disaster relief authorities so that your family can be notified of your location and condition.

### ***Other uses of medical information***

In any other situation not covered by this notice, we will ask for your written authorization before using or disclosing medical information about you. If you chose to authorize use or disclosure, you can later revoke that authorization by notifying us in writing of your decision.

### ***Your rights regarding medical information about you***

♦ In most cases, **you have the right to look at or get a copy of medical information** that we use to make decisions about your care, when you submit a written request. If you request copies, we may charge a fee for the cost of copying, mailing or other related supplies. If we deny your request to review or obtain a copy, you may submit a written request for a review of that decision.

♦ If you believe that information in your record is incorrect or if important information is missing, **you have the right to request that we correct the records**, by submitting a request in writing that provides your reason for requesting the amendment. We could deny your request to amend a record if the information was not created by us; if it is not part of the medical information maintained by us; or if we determine the record is accurate. You may appeal, in writing, a decision by us not to amend a record.

♦ **You have the right to a list of those instances where we have disclosed medical information about you**, other than for treatment, payment, health care operations or where you specifically authorized a disclosure, when you submit a written request. The request must state the time period desired for the accounting, which must be less than a 6-year period and starting after April 14, 2003. You may receive the list in paper or electronic form. The first disclosure list request in a 12-month period is free; other requests will be charged according to our cost of producing the list. We will inform you of the cost before you incur any costs.

♦ If this notice was sent to you electronically, **you have the right to a paper copy of this notice.**

♦ **You have the right to request that medical information about you be communicated to you in a confidential manner**, such as sending mail to an address other than your home, by notifying us in writing of the specific way or location for us to use to communicate with you.

♦ **You may request, in writing, that we not use or disclose medical information about you** for treatment, payment or health care operations or to persons involved in your care except when specifically authorized by you, when required by law, or in an emergency. We will consider your request **but we are not legally required to accept it.** We will inform you of our decision on your request. All written requests or appeals should be submitted to our Privacy Office listed at the end of this notice.

### ***Complaints***

♦ If you are concerned that your privacy rights may have been violated, or you disagree with a decision we made about access to your records, you may contact our Privacy Office (listed below). You may also contact our Values Line, a 24-hour confidential hotline, at 1-888-880-1286.

♦ Finally, you may send a written complaint to the U.S. Department of Health and Human Services Office of Civil Rights. Our Privacy Office can provide you the address.

♦ Under no circumstance will you be penalized or retaliated against for filing a complaint.

## **Notice of Privacy Practices and Acknowledgment**

**Effective 4/14/2003**



Bon Secours Richmond Health System  
Attention: Privacy Office  
8580 Magellan Parkway  
Richmond, Virginia 23227  
(804) 627-5155  
(804) 627-5160 FAX

BON SECOURS  
MEMORIAL REGIONAL MEDICAL CENTER

BON SECOURS  
RICHMOND COMMUNITY HOSPITAL

BON SECOURS ST. MARY'S HOSPITAL

BON SECOURS VIRGINIA HEALTHSOURCE



BON SECOURS  
RICHMOND HEALTH SYSTEM  
Bon Secours Health System

