

## QUESTIONS

If you have any questions about this Notice and want more information, please contact the Privacy Officer, Department of Public Health, at the address and phone listed on the back.

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**This privacy notice is from the Emergency Medical Services Appropriation. You may get other privacy notices from your doctor and other health care programs.**

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To get a copy of this notice in other languages, Braille, large print, audiocassette or on computer disk, please call or write the Privacy Officer at the number or address listed on the back of this Notice of Privacy Practice.

**<<< IMPORTANT >>>**

**EMSA DOES NOT HAVE COMPLETE COPIES OF YOUR MEDICAL RECORDS. IF YOU WANT TO LOOK AT, GET A COPY OF, OR CHANGE YOUR MEDICAL RECORDS, PLEASE CONTACT YOUR DOCTOR, CLINIC, OR HEALTH PLAN**

## HOW DO YOU USE YOUR RIGHTS?

If you think your privacy rights have been violated, you may file a complaint by calling or writing:

Privacy Officer  
CA Department of Public Health  
P.O. Box 997377  
MS 0506  
Sacramento, CA 95899-7377  
(916) 440-7671 or (877) 421-9634 TTY/TDD

or

Regional Manager  
Department of Health and Human Services  
Office for Civil Rights  
90 7th Street, Suite 4-100  
San Francisco, CA 94103

For additional information, call:  
(800) 368-1019

or

U.S. Office for Civil Rights at  
(866) OCR-PRIV (866-627-7748)  
or (866) 788-4989 TTY



**California  
Department of Public Health**



**EMERGENCY  
MEDICAL SERVICES  
APPROPRIATION**

**NOTICE of  
PRIVACY  
PRACTICES**

**Effective August 2008**

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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**

## PRIVACY AND YOU

This notice tells you that health information about you is kept private, how you can get a copy of the information we have, and what your rights are. It also tells you how Emergency Medical Services Appropriation can use your health information and give it to others.

The law requires us to tell you how we keep your personal and health information private and what your rights are. This information includes health information from health care providers or their representatives that send bills to us for approval and payment for your health care.

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### HOW WE MAY USE AND SHARE INFORMATION ABOUT YOU

- ◆ Emergency Medical Services Appropriation must obey laws on how we use and share your information. Your name, address, personal facts, medical services given to you, and your medical history, are used or shared for reasons connected with the payment of medical bills through the Emergency Medical Services Appropriation programs. For example, we will use your personal medical facts to check if your health services can be paid according to the program's rules.
- ◆ Emergency Medical Services Appropriation programs may also give out your personal and health information for running and managing government health care, such as paying bills through the accounting unit or during an audit of the programs.
- ◆ Emergency Medical Services Appropriation may need to give out personal and health information, when required by law, such as for workers' compensation purposes or because of a court order.

## WHAT YOUR RIGHTS ARE

You have the right:

- To look at and get a copy of the information Emergency Medical Services Appropriation programs has received and/or stored in our records about you. Someone who has the legal right to act for you (your personal representative) may also look at and get a copy of this information for you. We have information about bills for your health care and some medical information that are used to approve services for you. You will be sent a form to fill out and will be charged a fee for the costs of copying and mailing records.
- To a copy of the information Emergency Medical Services Appropriation has, you must ask for the information in writing and send your request to the Emergency Medical Services Appropriation program at the address listed on the back to a request form.
- To ask that information in your records be changed if the information is not complete or you believe it is wrong. We may deny your request if the information is not made or kept by the Emergency Medical Services Appropriation program, or information is already correct and complete. You may ask for a review of our refusal or send in a letter disagreeing with our decision.
- To know when your Emergency Medical Services Appropriation programs shares your information for reasons other than paying bills or auditing and you have a right to ask for a list of whom your information was shared with, the information shared, when it was shared, and the reason it was shared.
- To ask us to contact you only in writing or at a different address, post office box, or telephone number. We will accept reasonable requests if needed to protect your safety.

- To ask the Emergency Medical Services Appropriation not to use or share your information in the ways listed. We may not be able to comply with your request.
- To ask for a paper copy of this NOTICE OF PRIVACY PRACTICES. This Privacy Notice can be found on the Internet at <http://www.cdph.ca.gov/HealthInfo/Pages/PrivacyNoticesandStatements.aspx>.

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### CHANGES TO NOTICE OF EMSA PRIVACY PRACTICES

The Emergency Medical Services Appropriation must obey the rules of this notice. We have the right to make changes in our privacy rules and use it with all Emergency Medical Services Appropriation records. If we do make any changes, we will change this notice and give it to the Emergency Medical Services Appropriation clients.

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### WRITTEN PERMISSION

The Emergency Medical Services Appropriation programs must have your written permission to use or give out personal and health information about you for any reason that is not described in this notice. You may take back your written permission at any time, except if we have already acted because of your permission.

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### NO RETALIATION

Emergency Medical Services Appropriation may not refuse to pay your bills or retaliate in any way if you choose to file a complaint or use any of the privacy rights in this Notice.