



Your Information. Your Rights. Our Responsibilities.

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.**

Please ask us if you need this document translated into your primary language, large font, Braille, and/or require any other accommodation requests.

Your Rights

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

Get an electronic or paper copy of your medical records that we possess, except where limited by law

- 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 may not have records older than 6 years old.
- 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 amend or add an addendum to your medical record(s) we created

- You 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.
- Note, that as a law office, we do not typically create medical records for our clients. We may come to possess medical records on behalf of our clients. Any client that requests to modify medical records created by other entities will be referred to those entities’ privacy practices.



Legal Aid Society of San Diego, Inc.

Consumer Center for Health Education and Advocacy



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.
- If you request e-mail communications from our staff, the email must be sent to you using a secure and encrypted delivery system. All requests to waive our secure and encrypted email policy will be documented in your case file.

Ask us to limit what we use or share

- You can ask us not to use or share certain health information. We will honor your request, but also advise you if it impacts our ability to effectively represent you in your legal matter.

Get a list of those with whom we've shared information

- You can ask for a list (accounting) of the times we've shared your health information outside of our firm for six years prior to the date you ask, who we shared it with, and why.
- We will include all the disclosures except for those about treatment, payment, and business operations, and certain other disclosures, including any disclosures you asked us to make. We'll provide one accounting for free. If you ask for another accounting within the same 12-month period, we may charge you a reasonable, cost-based fee.

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 power of attorney or if someone is your legal guardian, that person can exercise your rights and make choices about your health information.
- We will need to verify that the person has this authority and can act for you before we take any action.



Legal Aid Society of San Diego, Inc. Consumer Center for Health Education and Advocacy



File a complaint if you feel your rights are violated

- You can complain if you feel we have violated your rights by contacting us at: LASSD Grievance Process, 110 S. Euclid Ave., San Diego, CA 92114 or by calling 1-877-534-2524 and selecting the grievance option.
- 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 www.hhs.gov/ocr/privacy/hipaa/complaints/.
- We will not retaliate against you for filing a complaint.

Your Choices

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.

In these cases, you have both the right and choice to tell us to:

- Share information with your family, close friends, or others

In the below cases, we never share your information unless you give us written permission:

- Marketing purposes
- Any records that include or relate to mental health or substance use disorder treatment

Our Uses and Disclosures

How do we typically use or share your health information?

We typically use or share your health information in the following ways.

Provide you services

We can use your health and identifying information and share it with others in the course of services you have asked us to perform.



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Examples:

- *We may share information with the Medi-Cal office if you've asked us for help to dispute a denial or termination by that office.*
- *We may share your information with a managed care plan if you've asked us to represent you to dispute a denial, delay, reduction or termination of services by the managed care plan.*

Run our organization

We may use and share your health and identifying information as necessary to run our law firm and contact you when necessary.

Example: Case information, including health and identifying information, about you may be shared with our funders for purposes of complying with audits, contract deliverables, and other requirements.

How else can we use or share your health information?

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.

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 subject to an appropriate court order
- With 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



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We can share health information about you in response to a court or administrative order, or in response to a subpoena.

We do not:

- Sell your personal identifying or health information
- Participate in research that requires disclosure of your identifying or health information

Our Responsibilities

- We are required by law to maintain the privacy and security of your protected health information.
- We will let you know promptly if a breach occurs that may have compromised the privacy or security of your information.
- We must follow the duties and privacy practices described in this notice and give you a copy of it.
- We will not use or share your information other than as described here unless you tell us we can in writing. If you tell us we can, you may change your mind at any time. Let us know in writing if you change your mind.

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.

Other information

If you have any questions about this notice or our privacy policies, please contact the Privacy Officer at LASSDPrivacyOfficer@lassd.org or call us toll-free at 1-877-534-2524.