

Notice of Privacy Practices

Centra Health

How Does Centra Health use My Medical Information?

We may use or share your medical information as part of your care. For example, we may share your information with other members of your treatment team, such as your doctor. We may share information with your health insurance company to get paid for your care. We may use your information to check the quality of care we provide.

We also may use and/or share your information in accordance with federal and state laws for these reasons:

- We may contact you to remind you of an appointment. We also may contact you to tell you about treatment options and other health-related benefits or services that may interest you.
- We may contact you to raise funds for Centra health programs and facilities.
- We may share medical information with the United States Department of Health and Human Services if there is an investigation of Centra Health to see if we comply with the law.
- Unless you tell us no, or you are a behavioral health patient, we will include your name, and room number in our hospital directory. We will also describe your condition in general terms. This information will be shared with people who ask for you by name. We may also share your religious affiliation with members of the clergy, even if they do not ask for you by name.
- We may share medical information with family members, other relatives, or close personal friends if they are involved in your care, unless you object or you are a behavioral health patient.
- We may contact a family member, a personal representative or another person responsible for your care and tell them where you are. Unless you object or you are a behavioral health patient, we may share your general condition or death as well.
- We may share your medical information with public or private organizations to coordinate disaster relief efforts.
- We may use or share your medical information for public health activities, such as reporting infectious diseases and vital statistics. Centra health may share your medical information with health agencies responsible for oversight activities including audits, investigations, inspections, licensure or disciplinary actions, administrative and/or legal proceedings.
- We may share your medical information during legal or administrative proceedings. Centra Health also may disclose your medical information for law enforcement purposes or other special government functions.
- We may disclose your medical information to a coroner, medical examiner or a funeral director.
- If you are an organ donor, we may share your medical information with an organ donation and procurement organization.
- We may use or share your medical information for certain research purposes.
- We may use or share your medical information to prevent or lessen a serious threat to the health or safety of another person or the public.
- We may share your medical information as allowed by law for worker's compensation or similar programs.

Centra Health will not use or disclose your medical information for any other purpose without your written permission. Once you give us permission, you can change your mind at any time. If you change your mind you must do so in writing.

What Are My Rights Regarding My Medical Information?

- You have the right to ask us to limit or restrict the uses or sharing of your medical information. Centra Health is not required to agree to your request.
- You have the right to receive confidential communications.
- You have the right to inspect your medical records as permitted by state and federal law. You have the right to obtain copies for a reasonable fee. Contact the Health Information Department for details.
- You have the right to ask to amend your medical information. Centra health may deny your request. If denied, we will provide you with a written reason for our decision. We will give you information on your rights at that point.
- You have the right to ask for a list of times we shared your information for reason other than treatment, payment, health care operations, or with your written approval.
- You have the right to ask for a printed copy of this Notice of Privacy Practices.
- You have the right to complain to Centra Health and Human Services if you believe that we have violated your privacy rights. To complain to Centra Health, contact our patient Advocate program at (434) 947-5602 or (434) 947-7439. If you choose to file a complaint, you will not be retaliated against in any way.

You have the right to inspect your medical records as permitted by state and federal law. You have the right to obtain copies for a reasonable fee.

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.

Centra health wants to protect your privacy. The law requires us to keep your medical information private and to give you this notice of our privacy practices. The law requires us to follow the terms of this Notice. We also have the right to change the terms of this Notice, and these changes will apply to all the medical information we maintain. If Centra health changes the terms of this Notice, we will make paper copies of this Notice of Privacy Practices available upon request and post it on our web site, www.centrahealth.com.

This notice applies to all Centra health facilities. It also applies to physicians who are members of Centra Health's medical staff while they are practicing in our facilities.

If you would like more information on your rights or on the uses and disclosures of your medical information, contact Centra Health's Privacy Officer at (434) 947-4605 or by writing to Centra Health, Department of Corporate Compliance, 1901 Tate Springs Road, Lynchburg, Virginia 24501.

THIS NOTICE IS EFFECTIVE APRIL 1, 2003.