

CRISP Participation

We have chosen to participate in the Chesapeake Regional Information System for our Patients (CRISP), a regional health information exchange serving Maryland and Washington, DC. As permitted by law, your health information will be shared with this exchange to provide faster access, better coordination of care, and assist providers and public health officials in making more informed decisions. You may “opt-out” and disable access to your health information available through CRISP by calling 1-877-952-7477 or by completing and submitting an Opt-Out form to CRISP by mail, fax, or through their website: www.crisphealth.org. Public health reporting and Controlled Dangerous Substances information, as part of the Maryland Prescription Drug Monitoring Program (PDMP), will still be available to providers.

Our Responsibilities

We are required by law to maintain the privacy of your health information. We will let you know if a breach occurs (within 60 days) 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.

Who We Are

About Us — It is the mission of the Charles County Department of Emergency Services, EMS Division to provide superior quality emergency medical support to the citizens of Charles County, MD and requesting jurisdictions.

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 website.

Information on Privacy from HHS

www.hhs.gov/ocr/privacy/hipaa/understanding/consumers/noticepp.html

Contact our Billing Coordinator:

Phone: 301-609-3403 • Fax: 301-609-3410
Email: EMSbilling@CharlesCountyMD.gov

Charles County Commissioners



Charles County Government
Department of Emergency Services
10425 Audie Lane • La Plata, MD 20646
301-609-3400 • 301-609-3401
Equal Opportunity Employer

www.CharlesCountyMD.gov



About Charles County Government

The mission of Charles County Government is to provide our citizens the highest quality service possible in a timely, efficient and courteous manner. To achieve this goal, our government must be operated in an open and accessible atmosphere, be based on comprehensive long- and short-term planning and have an appropriate managerial organization tempered by fiscal responsibility. We support and encourage efforts to grow a diverse workplace. Charles County is a place where all people thrive and businesses grow and prosper; where the preservation of our heritage and environment is paramount; where government services to its citizens are provided at the highest level of excellence; and where the quality of life is the best in the nation.

It is the policy of Charles County to provide equal employment opportunity to all persons regardless of race, color, sex, age, national origin, religious or political affiliation or opinion, disability, marital status, sexual orientation, genetic information, gender identity or expression, or any other status protected by law.

Americans With Disabilities

The Charles County Government welcomes the participation of individuals with disabilities. We comply fully with the Americans With Disabilities Act in making reasonable accommodations to encourage involvement. If you require special assistance and would like to participate in our programs, please contact the Charles County Government directly.

Charles County Emergency Medical Services

NOTICE OF PRIVACY PRACTICES

Your Information • Your Rights
Your Choices • Our Responsibilities



Information in this brochure is provided by:
Charles County Government
Department of Emergency Services
301-609-3400 • 301-609-3401

NOTICE OF PRIVACY PRACTICES

The following information describes how medical information about you may be used and disclosed, and how you can get access to this information.

Please review this information carefully.

Charles County EMS is required by law to maintain the privacy of certain confidential health care information known as Protected Health Information or “PHI,” and to provide you with a notice of our legal duties and the privacy practices with respect to your PHI. Charles County EMS providers are also required to abide by the terms of the version of this Notice currently in effect.

Your Rights

When it comes to your health information, you have certain rights. You have the right to access, copy, or inspect your health information.

Request an electronic or paper copy of your medical record

— You can ask to see or get an electronic or paper copy of your medical record and other health information we have about you. 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. Contact us to ask how to do this.

Request correction of your medical record

— You can ask us to correct health information about you that you think is incorrect or incomplete. We may say “no” to your request, but we will tell you why in writing within 60 days or “yes” and correct your medical record.

Request confidential communications

— You can ask us to contact you in a specific way or send mail to a different address. We will say “yes” to all reasonable requests.

Choose someone to act for you

— If you have given someone medical power of attorney or if someone is your legal guardian, that person can exercise your rights to make choices about your health information.

Request an accounting

— You can ask for a list (accounting) of the times we’ve shared your health information for three (3) years prior to the date you ask, who we shared it with, and why. We will include all the disclosures including a list of our Business Associates and their contact information. We will provide one accounting a year for free, but will charge a reasonable, cost-based fee if you ask for another one within 12 months.

Request limitation on what is shared — You can ask us not to use or share certain health information for treatment, payment or operations. We are not required to agree to your request, and we may say “no” if it would affect your care. If you pay for service or a health care item out-of-pocket in full, you can ask us not to share that information for the purposes of payment or our operations with your health insurer. We will say “yes” unless a law requires us to share that information.

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 when requested in writing.

File a complaint if you feel your rights are violated — You can complain if you feel that we have violated your rights by contacting us using the information on the back of this brochure. You can also file a complaint in writing with the Secretary of the U.S. Department of Health and Human Services, Office of Civil Rights to: 200 Independence Avenue, S.W., Washington, DC 20201. You can also call 1-877-696-6775 or visit www.hhs.gov/ocr/privacy/hipaa/complaints/. We will take no retaliatory action against you for filing a complaint.

Your Choices and Sharing Information

You have the right and the choice to tell us to:

- Share information with your family, close friends, or others involved in your care
- Share information in a disaster relief situation
- Include your information in a hospital directory

If you are not able to tell us your preference, for example if you are unconscious, we may go ahead and share your information if we believe it is in your best interest. We may also share your information when needed to lessen a serious or imminent threat to health or safety.

Cases where we never share your information, unless you give us written permission:

- Marketing purposes
- Sale of your information
- Most sharing of psychotherapy notes

In case of fundraising — We may contact you for fundraising efforts, but you can tell us not to contact you and “opt-out.” If you opt out, we will stop fundraising communications.

Other 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:

- **To treat you.** We can use your health information and share it with other professionals who are treating you.
- **To run our organization.** We can use and share your health information to run our organization, improve your care, and contact you when necessary.
- **To bill for your services.** We can use and share your health information to bill and get payment from health plans or other entities.
- **To help with public health and safety issues.** We can share health information about you for certain situations such as: preventing diseases; product recalls; reporting adverse reactions to medication; reporting suspected abuse, neglect or domestic violence; preventing or reducing serious threat to anyone’s health or safety.

Research — We can use or share your information for health research.

Respond to organ and tissue donation requests — We can share health information about you with organ procurement organizations.

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.

Work with a medical examiner or funeral director — We can share health information with a coroner, medical examiner, or funeral director upon death of an individual.

Address worker’s compensation, law enforcement, and other requests. We can use or share health information about you for:

- Worker’s compensation claims.
- Law enforcement purposes or with a law enforcement official.
- Health oversight agencies for activities authorized by law.
- Special government functions such as military, national security, and presidential protective services.

Response to lawsuits and legal actions — We can share health information about you in response to a court or administrative order, or in response to a subpoena.