



SAN FRANCISCO FIRE DEPARTMENT

Notice of Privacy Practices



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.

The San Francisco Fire Department, its officers, agents and employees are required by law to maintain the privacy of certain protected health information (PHI), to provide you with a notice of its legal duties and privacy practices with respect to your protected health information, and to abide by the terms of the notice currently in effect.

The San Francisco Fire Department may use your PHI for the purposes of treatment, payment and/or health care operations. These terms are defined as follows:

Treatment: Any oral, written and/or electronic communication through the 911-dispatch system regarding your medical condition and certain information regarding identity such as your name and address. Any oral, written and/or electronic communications of treatment provided to you by the Department as relayed to other health care professionals, to include hospital staff, mental health workers and adult/child protective services staff.

Payment: Any procedures, practices and/or actions necessary to obtain reimbursement for services rendered by San Francisco Fire Department personnel such as determining medical necessity, submitting claims to insurance carriers, tracking and reporting on collected accounts and collection on outstanding accounts.

Health Care Operations: Continuous quality improvement activities, training programs that ensure the quality of services provided, surveys of patient opinions regarding department services and the creation of statistical reports (that do not contain individual identification).

The San Francisco Fire Department may use & disclose PHI in other circumstances permitted & required by State & Federal law, including but not limited to: The identification of a deceased person or the cause of said person's death for Medical Examiner inquest purposes; limited law enforcement activities to identify and/or locate a suspect or to prevent a crime; lawful programs, actions and/or activities related to national security & defense; clinical oversight of the current emergency medical system as conducted by the SF Emergency Medical Services Agency; medical-legal processing as required by a court order or in response to a valid subpoena.

All other uses and disclosures of PHI will be made only with your written authorization. This includes requests made by you to disclose your PHI directly to your attorney or other authorized entities. You have the right to revoke an authorization at any time, in writing, except to the extent that this information has already been used or disclosed in reliance on that authorization. In the event of a breach of unsecured PHI, the San Francisco Fire Department has a duty to notify individuals affected by the breach as required by law.

PROTECTED HEALTH INFORMATION AND PATIENT RIGHTS:

- YOU HAVE THE RIGHT to have access to, inspect and make copies of your PHI. The access, inspection and copying of your PHI must be at a time that is mutually acceptable to all parties and is restricted to the patient's PHI only.
- YOU HAVE THE RIGHT to amend your PHI. We do not have to comply with your request if we believe the PHI already provided is correct and accurate.
- YOU HAVE THE RIGHT to an accounting of most non-routine uses and disclosures of your PHI. We do not have to give you an account of PHI we use or disclose to carry out treatment, payment and health care operations, or the use and disclosure of PHI for which you have already given actual or implied authorization.
- YOU HAVE THE RIGHT to request restrictions on certain uses & disclosures of your PHI. We are not required to agree to any requested restrictions, except to withhold a claim to an insurance carrier that has been paid out-of-pocket in full.
- YOU HAVE THE RIGHT to receive confidential communications of your PHI.
- YOU HAVE THE RIGHT to file a complaint if you believe your privacy rights have been violated. Complaints may be filed with the San Francisco Fire Department or the Office for Civil Rights, U.S. Department of Health & Human Services. Complaints to the San Francisco Fire Department must be submitted in writing. Retaliation for filing such a complaint is prohibited by law.

The San Francisco Fire Department reserves the right to change its privacy practices and the terms of this Notice, and to apply the revised practices to PHI previously created or received without prior notification. It is your right to request a copy of any revised Notice by contacting the San Francisco Fire Department Compliance Officer. A current copy of this Notice is also posted on our web site at: www.sf-fire.org.

If you have any questions or comments regarding your protected health information, or would like to exercise any of the patient rights listed above, you may contact the San Francisco Fire Department, Compliance Officer at:

SFFD Compliance Officer
698 Second Street
San Francisco, CA 94107

Phone: (415) 558-3384
Fax: (415) 558-3407
Email: FireHIPAA@sfgov.org