

Southwell Ambulatory, Inc.
Joint Notice of Privacy Practices

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.**

This notice describes the practices of Southwell Ambulatory, Inc. Covered Entities, including its clinics and facilities collectively (“SWA”)*, and unless they provide you with a notice of their own privacy practices, that of: all physicians and health care practitioners who have clinical privileges; any health care practitioner authorized to enter information into your medical record; all departments, units or clinics of this facility, whether located at this facility or at other locations; any member of a volunteer group we allow to help you while you are in this facility; and all employees, staff and other facility personnel. All these persons, entities, sites and locations may share medical information with each other for treatment, payment or operations as described in this notice.

* Refer to the <http://www.mysouthwell.com> website for a complete list of SWA Covered Entities.

Your Rights:

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

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. 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 and make choices about your health information.
- We will make sure the person has this authority and can act for you before we take any action.

Ask us to limit what we use or share

- You can ask us not to use or share certain health information for treatment, payment, or our 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 a service or health care item out-of-pocket in full, you can ask us not to share that information for the purpose of payment or our operations with your health insurer. We will say “yes” unless a law requires us to share that information.

Get 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. Ask us how to do this.
- 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 correct your medical record

- 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, usually within 60 days.

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 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 health care operations, and certain other disclosures (such as any you asked us to make). We’ll provide one accounting a year for free but will charge a reasonable, cost-based fee if you ask for another one within 12 months.

File a complaint if you feel your rights are violated

- You can complain if you feel we have violated your rights by contacting the HIPAA Privacy Officer at (229)353-7553 or submitting a written complaint to kathy.alberson@mysouthwell.com.
- 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.

Unless you tell us otherwise:

- We may share information with your family, close friends, or others involved in your care or payment for your care
- In the event of a disaster, we may share information to a disaster relief organization
- We may 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 and imminent threat to health or safety.

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

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

In the case of fundraising:

- We may contact you for fundraising efforts, but you can tell us not to contact you again.

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:

Treat you

We can use your health information and share it with other professionals who are treating you.

Example: A doctor treating you for an injury asks another doctor about your overall health condition.

Health Information Exchange

A health information exchange (HIE) allows health care providers, including SWA Facilities, to share and receive information about patients, which assists in the coordination of patient care. SWA Facilities may participate in one or more HIEs which allow your health information to be shared electronically with other providers, health plans and health care clearinghouses. SWA Facilities may also make your health information available to other HIEs that request your information for coordination of your treatment and/or payment for services rendered to you. Participation in the HIE is voluntary and you have the right to opt out. If you choose to opt out, you must make this request in writing by completing the SWA Health Information Exchange Opt Out Form. For more information, please call (229) 353-2208 or visit www.mysouthwell.com.

Run our organization

We can use and share your health information to run our facility, improve your care, and contact you when necessary.

Example: We use health information about you to manage your treatment and services.

Bill for your services

We can use and share your health information to bill and get payment from health plans or other entities.

Example: We give information about you to your health insurance plan so it will pay for your services.

How else can we use or share your health information?

We are allowed or required to share your information in other ways – usually in ways that contribute to the public good, such as public health and research. We have to meet many conditions in the law before we can share your information for these purposes.

For more information see:

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

Help with public health and safety issues

We can share health information about you for certain situations such as:

- Preventing disease
- Helping with product recalls
- Reporting adverse reactions to medications
- Reporting suspected abuse, neglect, or domestic violence
- Preventing or reducing a serious threat to anyone's health or safety
- Sharing immunization records with educational institutions
- Evaluating workplace injuries or illnesses

Do research

We can use or share your information for health research.

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.

Respond to organ and tissue donation requests

We can share health information about you with organ procurement organizations.

Work with a medical examiner or funeral director

We can share health information with a coroner, medical examiner, or funeral director when an individual dies.

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
- 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

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

Prohibited Uses and Disclosures:

SWA may not use or share your personal health information:

- To conduct a criminal, civil, or administrative investigation into any person for the mere act of seeking, obtaining, providing, or facilitating lawful reproductive healthcare or to identify such person(s).
- To impose criminal, civil, or administrative liability on any person for the mere act of seeking, obtaining, providing, or facilitating lawful reproductive healthcare or to identify such person(s).

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.

For more information you may contact our HIPAA Privacy Officer at (229) 353-7553 or email kathy.alberson@mysouthwell.com or you may visit www.hhs.gov/ocr/privacy/hipaa/understanding/consumers/noticepp.html.

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 facilities, and on our website.

Other Terms

This facility and the physicians and other health care providers who have clinical privileges/functions at this facility work together in an organized health care arrangement to provide medical services to you when you are a patient of this facility.

This facility and such physicians and other health care providers will share medical information that they collect from you at this facility as necessary to carry out treatment, payment, healthcare operations relating to the provision of care to patients at this facility.

Notice effective date: February 1, 2025

You may Contact the HIPAA Privacy Officer, (229)353-7553, kathy.alberson@mysouthwell.com.