



SAY San Diego NOTICE OF PRIVACY PRACTICES

SAY San Diego
Privacy Officer
4775 Viewridge Ave.
San Diego, CA 92123
858-565-4148 ext. 204
info@saysandiego.org



Your Information. Your Rights. Our Responsibilities.

This notice describes how information about you and your health may be used and shared and how you can access this information.

Please review it carefully.

Your Rights

When it comes to information about you and your health, 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 record (case file)

- You can ask to see or get an electronic or paper copy of your record (i.e., case file), which includes the information about you that we have documented.
- We will provide a copy or a summary of your records, usually within 30 days of your request. We may charge a reasonable, cost-based fee.

Ask us to correct your record (case file)

- You can ask us to correct information about you that you think is incorrect or incomplete in your record.
- We may say “no” to your request, but we’ll tell you why in writing within 60 days.

Request confidential communications

- You can ask us to contact you in a specific way (for example, by cell or office phone, text, email) or to send you mail at a different address.
- We will say “yes” to all reasonable requests.

Ask us to limit what we use or share

- You can ask us **not** to use or share certain information about you for services, treatment, or our operations.
- We are not required to agree with your request, and we may say “no” if it would affect your care.

Get a list of those with whom we’ve shared your information

- You can ask for a list of the times we’ve shared your information for up to six years prior to the date you ask, who we’ve shared it with, and why.
- We will include all the times we’ve shared your information, except for those related to our operations. We’ll provide this list once per year for free but will charge a reasonable, cost-based fee if you ask for another one within 12 months.

Your Rights *continued*

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

File a complaint if you feel your rights are violated

- You can complain if you feel we have violated your rights by contacting SAY San Diego using the information at the top of page 1.
- 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, emailing ocrcompliant@hhs.gov, or visiting: www.hhs.gov/hipaa/filing-a-complaint/index.html
- We will not retaliate against you for filing a complaint.

Your Choices

For certain personal and health information, you can tell us your choices about what we share.

If you have a clear preference for how we share your information, talk to us. Tell us what you want us to do, and we will do our best to 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 involved in your care.
- Share information in an emergency or disaster relief situation.
- Contact you for fundraising efforts.

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. (We will **never** sell your information).
- Most sharing of psychotherapy notes.

Our Uses and Disclosures

How do we typically use or share your personal and/or health information?

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

Help or treat you, and run our organization

- We can use and share your information with other SAY San Diego staff who are helping you.
 - We can use and share your information to provide services, improve your care, and contact you when necessary.
-

How else can we use or share your information?

We are allowed, and *sometimes required*, to share your information in other ways – usually in ways that contribute to the public good, such as public health and research. We must meet many conditions in the law before we can share your information for these purposes, and, *when possible*, we will ask for your approval before sharing.

Help with public health and safety issues

- We can share information about you for certain situations such as:
 - Preventing disease.
 - Helping with product recalls.
 - Reporting suspected abuse, neglect, or domestic violence.
 - Preventing or reducing a serious threat to anyone’s health or safety.
-

Do research

- We can use or share your information for research.
-

Comply with the law and legal requests

- We can use or share your personal or health information:
 - For workers’ compensation claims.
 - For law enforcement purposes or with a law enforcement official.
 - With oversight agencies for activities authorized by law or to ensure we are complying with state or federal privacy laws.
 - For special government functions, such as national security.
 - In response to a court or administrative order, or in response to a subpoena.
-

Work with an emergency responder, medical examiner or funeral director

- We can share your information with an emergency responder, if you have a medical or other life-threatening emergency.
- We can share your information with a coroner, medical examiner, or funeral director, if you die.

Our Responsibilities

We are required by law to maintain the privacy and security of your protected health information and personally identifiable 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 additional information about this Notice, contact SAY San Diego using the contact information at the top of page 1 of this Notice.
- More information about privacy laws can be found by visiting:
 - Federal: www.hhs.gov/hipaa/for-individuals/index.html
 - State: www.oag.ca.gov/privacy/facts/medical-privacy/patient-rights

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: www.saysandiego.org

The effective date of this Notice is November 1, 2024
