



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.

Patient Privacy Statement

At Armstrong Ambulance Service, your privacy is a priority. We follow federal and state guidelines to maintain the confidentiality of your medical information.

Our Responsibilities

Armstrong Ambulance Service is required by law to:

- Maintain the privacy of your medical information.
- Provide a Notice of Privacy Practices explaining our duties and privacy practices.
- Abide by the terms of the notice currently in effect.

We reserve the right to change privacy practices, and to make the new practices applicable to all information we maintain.

Your Rights

You have the right to:

- Request that we restrict how we use or disclose your medical information (We may not be able to comply with all requests).
- Request that we use a specific telephone number or address to communicate with you.
- In writing, request to inspect and copy your medical information (fees may apply).
- In writing, request an amendment to your medical information (we may not be able to comply with all requests).
- In writing, request an accounting of how your medical information was disclosed (excludes disclosures for treatment, payment or healthcare operations, and those for which you have given authorization).

Uses and Disclosures of PHI: Armstrong Ambulance Service may use Protected Health Information (PHI) for the purposes of treatment, payment, and health care operations, in most cases without your written permission. Examples of uses and disclosures of your medical information:

- **For treatment.** This includes such things as obtaining verbal and written information about your medical condition and treatment from you as well as from others, such as doctors and nurses who give orders to allow us to provide treatment to you. We may give your PHI to other health care providers involved in your treatment, and may transfer your PHI via radio or telephone to the hospital or dispatch center.
- **For payment.** This includes any activities we must undertake in order to get reimbursed for the services we provide to you, including such things as submitting bills to insurance companies, making medical necessity determinations and collecting outstanding accounts.

- **For health care operations.** This includes quality assurance activities, licensing, and training programs to ensure that our personnel meet our standards of care and follow established policies and procedures, as well as certain other management functions.

Reminders for Scheduled Transports and Information on Other Services. We may also contact you to provide you with a reminder of any scheduled appointments for non-emergency ambulance and medical transportation, or to provide information about other services we render.

Additional Uses and Disclosure of PHI: Armstrong Ambulance Service is permitted to use PHI *without* your written authorization, or opportunity to object, in certain situations, and unless prohibited by a more stringent state law, including use for:

**Worker's Compensation
Military and Veterans
Coroners/Medical Examiners**

**Public Health Risks
Health Oversight Activities
National Security Activities**

**Lawsuits and Disputes
Law Enforcement**

Detailed explanations of these uses may be obtained by contacting the Armstrong Ambulance Service Privacy Officer as noted below.

Your Legal Rights and Complaints: You also have the right to complain to us, or to the Secretary of the United States Department of Health and Human Services if you believe your privacy rights have been violated. You will not be retaliated against in any way for filing a complaint with us or to the government. Should you have any questions, comments or complaints you may direct all inquiries to our privacy officer.

Privacy Officer Contact Information: *Ann Barone, Privacy Officer*

Armstrong Ambulance Service
87 Mystic Street
Arlington, MA 02474

TEL: 781-648-0909
FAX: 781-643-0409
email: privacy@armstrongambulance.com

Effective Date of this Notice: April 13, 2003