

# Dallas Fire-Rescue Department Emergency Medical Service (EMS)

## Patient Privacy Notice

THIS NOTICE DESCRIBES HOW MEDICAL INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED

AND HOW YOU CAN ACCESS YOUR MEDICAL INFORMATION

THIS IS ONLY A NOTICE, **AND NO ACTION IS REQUIRED ON YOUR PART**

PLEASE REVIEW CAREFULLY! **The Purpose of this notice:** Dallas Fire-Rescue Department (DFRD) 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 privacy practices with respect to your PHI. This notice describes your legal rights, advises you of our privacy procedures, and lets you know how DFRD EMS is permitted to use and disclose PHI about you. The Dallas Fire-Rescue Department is an emergency provider; therefore, it is legally acceptable to use information prior to obtaining immediate consent. Dallas Fire-Rescue Department EMS is required by law to abide by the terms of the privacy notice currently in effect. Dallas Fire-Rescue Department EMS reserves the right to change the terms of its notices and to make the new notice provisions effective for all PHI that it maintains. Dallas Fire-Rescue Department EMS will post new notice provisions on our website, [www.dallascityhall.com](http://www.dallascityhall.com) and will make the notice available at 1551 Baylor Street.

Uses and Disclosures of PHI: Dallas Fire-Rescue Department EMS may use PHI for the purposes of treatment, payment, and other health care operations.

Examples of our use of your PHI:

- Treatment. This includes verbal communications and written documentation obtained regarding your medical condition and treatment.
- 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.
- 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.
- Other Uses and Disclosures of PHI Without your Written authorization: Dallas Fire-Rescue Department is authorized to disclose PHI without patient consent, authorization, or written permission in certain situations, including:
  - For the treatment, payment or health care operations activities of another health care provider who treats you;
  - For health care and legal compliance activities;
  - To disclose treatment information to a family member, other relative, or close personal friend or other individual involved in your care if we obtain your verbal agreement to do so or if we give you an opportunity to object to such a disclosure and you do not raise an objection, and in certain other circumstances where we are unable to obtain your agreement and believe the disclosure is in your best interests;
  - To a public health authority in certain situations as required by law (such as to report abuse, neglect or domestic violence);
  - For health oversight activities including audits or government investigations, inspections, disciplinary proceedings, and other administrative or judicial actions undertaken by the government (or their contractors) by law to oversee the health care system;
  - For judicial and administrative proceedings as required by a court or administrative order, or in some cases in response to a subpoena or other legal process;
  - For law enforcement activities in limited situations;
  - For military, national defense and security and other special government functions;
  - To avert a serious threat to the health and safety of a person or the public at large;
  - For workers' compensation purposes, and in compliance with workers' compensation laws;
  - To coroners, medical examiners, and funeral directors for identifying a deceased person, determining cause of death, or carrying out their duties as authorized by law;
  - If you are an organ donor, we may release health information to organizations that handle organ procurement or organ, eye or tissue transplantation or to an organ donation bank, as necessary to facilitate organ donation and transplantation;
  - For limited data sets. We may use and disclose a limited data set that does not contain specific, readily identifiable health information about you for research, public health, and health care operations. We may not disseminate the limited data set unless we enter into a data use agreement with the recipient in which the recipient agrees to limit the use of that data set to the purposes for which it was provided, ensure the security of the data, and not identify the information or use it to contact any individual;
  - For research projects, subject to strict oversight and approvals.
- All other disclosures of the PHI will only be made with the patient's written authorization. Authorization may be revoked with receipt of written revocation, however, the revocation must be made in writing, and the City of Dallas shall not be liable for the disclosure of any PHI prior **TO RECEIVING WRITTEN REVOCATION.**

Patient Rights: As a patient, you have a number of rights with respect to the protection of your PHI, including:

- The right to access, copy, or inspect PHI.

- The right to amend PHI.
- The right to request an accounting of disclosures of PHI. You may request an accounting from us of certain disclosures of your medical information that we have made in the six years prior to the date of your request. We are not required to give you an accounting of information we have used or disclosed for purposes of treatment, payment or health care operations, or when we share your health information with our business associates, like our billing company. We are also not required to give you an accounting of our uses of protected health information for which you have already given us written authorization. If you wish to request an accounting, contact our privacy officer.
- The right to request restrictions on certain uses and disclosures of PHI. Dallas Fire-Rescue Department EMS is not required to agree to all requested restrictions.
- The right to obtain a copy of DFRD's privacy policy upon request.

To invoke any of your rights regarding your PHI, please contact the privacy officer at the end of this notice.

Legal Rights and Complaints: Complaints regarding privacy rights can be made to the Secretary of the Federal Department of Health and Human Services.

If you have questions or if you wish to file a complaint or exercise any rights listed in this notice, please contact the privacy officer:

EMS Division Deputy Chief  
1551 Baylor Street #300  
Dallas, Texas 75226  
(214) 670-4311

You will not be retaliated against for filing a complaint.

Effective Date [04/14/2003] Revised 09/7/2011