

Aging and Disability Services Division

Confidential Information

Notice of Privacy Practices

The Aging and Disability Services Division (ADSD) must protect your health information by law.

Your health information is personal and private. When you apply for services, you give ADSD information that is used to make you eligible for services. Your health information becomes part of your file. In your file there is information that is given to ADSD by hospitals, doctors and other people who treat you.

This notice explains how ADSD protects your health information and how it may be used and shared. This notice also lets you know how you can get your health information and your rights. Please read carefully.

Your Rights:

You have the right to:

- Ask for your health record or get a copy of your health records. You can look at them in person or get a copy in paper or electronic format. There may be a fee for a copy of your medical records based on policy.
- Ask ADSD for a list of the times that ADSD shared your health information with someone else. This will not include the times we have shared your information for treatment or payment.
- State how you want to be contacted (for example, home or office phone) or to have health information mailed to an address that is different from your usual address.
- Ask ADSD to fix a record if you think something is missing or is wrong in your health record with ADSD.
- Say who can and cannot see your information. Ask ADSD to limit the information shared. ADSD may not always be able to do this.
- Get a list of when and why ADSD shared your information.
- Get a paper copy of this privacy notice.
- Choose someone to act for you.
- File a complaint if you think your privacy rights are not protected.

Your Choices:

You have some choices in the way that ADSD uses and shares your health information. For example:

- You can choose for ADSD to share details with family or friends.
- You can choose for ADSD to use your information for special programs.

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ADSD may share information during emergencies or when necessary to protect your health and safety if you are unable to do so (such as if you are passed out and cannot talk).

If someone has medical power of attorney or is your legal guardian, that person can exercise your rights and make choices about your health information.

How ADSD Uses Your Information:

ADSD uses your personal information to:

- Provide services and supports.
- Work with doctors, therapists, and caregivers.
- Check the quality of services.
- Help public health officials stop the spread of disease or prevent injury.

When ADSD Shares Your Information:

ADSD will only share your information when:

- You say it is okay.
- A person has authority (medical power of attorney or guardian) and can act for you.
- The law requires ADSD to do so. This may be required by a court or to report abuse and neglect.
- Sharing helps protect your health and safety.
- ADSD is billing for services.

ADSD's Promise to You

- ADSD will never sell your health information.
- ADSD will never use your information for marketing.

ADSD Responsibilities

- ADSD will keep your health information private and safe.
- Give you the Notice of Privacy Practices.
- Follow the law about sharing information.
- Tell you if your personal information is seen, shared, or used by someone who should not have access to it (privacy breach).

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Other Privacy Protections

ADSD may use or share your health information with providers on a contract (business associates) to help you get medical care. This includes medical care for things related to pregnancy, birth control, and overall health of the reproductive system.

ADSD has chosen to keep information private and will not share:

- Records related to Substance User Disorder treatment.
- Information about HIV/AIDS or mental health treatment unless allowed by law or with your okay.
- Mental health clinic records. They will only be shared if needed and if it will not cause harm to you or others.
- Protected Health Information to identify someone for any legal action related to reproductive health.

How to File a Complaint

If you think that your privacy rights have not been protected, you can contact ADSD at:

Aging and Disability Services Division, Privacy Officer
1550 E. College Parkway, Carson City, NV 89706
Phone 775-687-4210
Fax 775-687-0574

OR

You can also file a complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the office for Civil Rights Complaint Portal, available at <https://www.hhs.gov/oc/portal> or by mail or phone at:

Office for Civil Rights
Dept. of Health and Human Services
907 7th St., Ste. 4-100
San Francisco, CA 94103
Phone 800-368-1019
Fax 415- 437-8329
TDD 800-537-7697

ADSD makes sure that no individual is penalized for filing a complaint. ADSD is committed to protecting personal health information and maintaining privacy following all laws.