

Notice of Privacy Practices

This notice describes how medical information about you may be used and shared and how you can get access to this information. Please review it carefully.

Your rights

You have the right to:

- Get a copy of your paper or electronic medical record
- Provide us a written request to have your paper or electronic medical record corrected
- Request confidential communication
- Ask us to limit the information we share
- Get a list of those with whom we've shared your information. This is a list of certain disclosures other than treatment payment or healthcare operations where authorization was not required.
- Get a copy of this privacy notice
- Choose someone to act for you

Your choices

You have some choices in the way that we use and share information as we:

- Tell family and friends about your condition if they are involved in your care and treatment or ask about you by name
- Notify your primary care physician of services provided to you at the hospital
- Provide disaster relief
- Include you in a hospital directory unless you ask us not to
- Provide mental healthcare
- Market our services and sell your information with your permission or utilize it for fundraising purposes

Our disclosures

We may use and share your information as we:

- Treat you
 - Run our organization
 - Seek payment for services provided to you
 - Help with public health and safety issues
 - Do research
 - Comply with the law*
 - Respond to organ and tissue donation requests
 - Work with a medical examiner or funeral director
 - Respond to requests from workers' compensation, law enforcement and other government agencies
 - Respond to lawsuits and legal actions
- * For more information, request an expanded version of our privacy policy.

Organized Health Care Arrangement (OHCA)

This notice applies to all service areas of Haywood Regional Medical Center as well as the doctors and other healthcare providers practicing at this facility who are part of our organized health care arrangement (OHCA). It also applies to:

Blue Mountain Urology, Haywood Family Practice-Canton, Haywood Medical Associates, Haywood Surgical Associates, Haywood Thoracic/Vascular, Haywood Women's Medical Center, Mountain Medical Associates, Mountain Pediatrics, Mountain Spine Care, Pulmonary Specialists of WNC, Waynesville Family Practice, Western Carolina Cardiology, and Western Carolina Orthopaedic Specialists. Physicians and other providers practicing at this Facility are part of an Organized Health Care Arrangement (OHCA). As such, these OHCA members have agreed to use the Notice of Privacy Practices published by this Facility. This Facility may share your protected health information with the members of the OHCA in order to provide treatment, coordinate and collect payment and to facilitate health care operations for all members of the OHCA, including the Facility itself. These members include Arcadia Pathology Network, Haywood Medical Imaging, MedStream Anesthesia Solutions, Sound Physicians, and TeamHealth.

Your rights

We are required by law to protect the privacy of your information and notify you of certain breaches of your information. We are providing this notice to you so that we can explain our privacy practices. We will follow the practices described in this notice or the current notice in effect. We reserve the right to change our policies and notice of privacy practices at any time. If we should make a significant change, we will revise this notice and post a new one. You can also request a paper copy of our notice at any time.

My HealthPoint is Haywood Regional Medical Center's Patient Portal. Athena is the physician practice Patient Portal. We will disclose demographic, insurance, and medical information (collectively, your "health information") to My HealthPoint/Athena so that it can be viewed by you. This information will be viewable by you and/or anyone with whom you share it, Relay Health (the My HealthPoint portal provider), Athena and the LifePoint Health Support Center (HSC), are acting as business associates of LifePoint Health. Relay Health, Athena and LifePoint HSC have been engaged to maintain, secure, monitor and evaluate the operation of the My HealthPoint/Athena patient portals. Relay Health, Athena and LifePoint HSC also will be able to access your health information only for the purposes stated.

Additional Rights Under North Carolina Law:

Some North Carolina laws provide you with more protection for specific types of information than federal laws protecting the privacy of your medical information. We try to comply (where applicable) with all requirements of those state laws. For example: if you have one of several specific communicable diseases including tuberculosis, syphilis, or HIV/AIDS, information about your disease will be treated as confidential, and will not be disclosed without your written permission only in limited circumstances as required by law. Reference: NC General Statutes 130A-143, 130A-25.

Complaints

To file a complaint or report a concern or conflict, call the number listed below:

Haywood Regional Medical Center
Privacy Officer - Privacy Officer
(828) 456-7311

If you prefer to report an anonymous concern, you may call 1-877-508-LIFE (5433). You also may send a written complaint to the United States Department of Health and Human Services (HHS) if you feel we have not properly handled your complaint. You can use the contact listed above to provide you with the appropriate HHS address. Under no circumstance will you be retaliated against for filing a complaint.

For More Information:

HAYWOOD
REGIONAL MEDICAL CENTER
A Duke LifePoint Hospital

Haywood Regional Medical Center
262 Leroy George Drive, Clyde, NC 28721
(828) 456-7311