

## Effective Date: April 14, 2003

**This notice describes how health information about you may be used and disclosed and how you can get access to this information.**

### PLEASE REVIEW THIS INFORMATION CAREFULLY

This notice applies to Upper Great Lakes Family Health Center and healthcare providers practicing at this facility. It also applies to all Upper Great Lakes Family Health Center - owned facilities who are a part of our organized healthcare arrangement.

## Our Legal Duty

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 to 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 in our policies, we will change this notice and post the new notice. You may also request a paper copy of our notice at any time.

## Complaints

To place a complaint or report a concern or conflict, please contact us at:

Upper Great Lakes Family Health Center  
Attn: Chief Operating Officer  
506 Campus Drive  
Hancock, MI 49930  
(906) 483-1705

Scan the QR code with your mobile device's camera to view this brochure on your phone or tablet!



## Locations

**Calumet Family Health Center**  
56720 Calumet Avenue, Calumet, MI 49913  
906-483-1177

**Gwinn Family Health Center**  
135 E. M-35, Gwinn, MI 49841  
906-346-9275

**Hancock Family Health Center**  
500 Campus Drive, Hancock, MI 49930  
Family Practice: 906-483-1060  
Pediatrics: 906-483-1700  
OB/GYN: 906-483-1050

**Houghton Family Health Center**  
600 MacInnes Drive, Houghton, MI 49931  
906-483-1860

**Ice Lake Family Health Center**  
1500 West Ice Lake Road, Iron River, MI 49935  
906-265-5378

**Lake Linden Family Health Center**  
945 9th Street, Lake Linden, MI 49945  
906-483-1030

**Menominee Family Health Center**  
1110 10th Avenue, Menominee, MI 49858  
906-290-5000

**Ontonagon Community Health Center**  
751 South 7th Street, Ontonagon, MI 49953  
906-884-4120

**Sawyer Family Health Center**  
301 Explorer Street, Gwinn, MI 49841  
906-346-9275



## Upper Great Lakes Family Health Center

506 Campus Drive  
Hancock, MI 49930  
(906) 483-1705

[www.uglhealth.org](http://www.uglhealth.org)

# Notice of Privacy Practices



*Providing exceptional health care services for all people in the Upper Great Lakes region regardless of their ability to pay.*

## How Your Health Information May Be Used

We may use health information about you for your treatment purposes, to obtain payment, or for healthcare operations and other administrative purposes. Examples of each item mentioned above include:

### **Treatment:**

We may need to send your health record to a specialist or physician as part of referral for continuity of care.

### **Payment:**

We will use your health information and other identifying information for billing Medicare, Medicaid or other health insurance plans.

### **Operations or Administrative Purposes:**

We use your information when processing your health records for completeness and to compare patient data to improve our treatment methods. We may disclose your information to our business associates we contract with to provide service on our behalf that require the use of your health information. We may contact you, or disclose certain of your information to our associates or related foundations, for fundraising purposes. You have the right to opt out of receiving such fundraising communications.

### **Individuals Involved in Your Care or Payment for Your Care:**

We may share certain information with a person(s) you identify as a family member, relative, friend or other person that is directly involved in your care or payment for your care, or if it becomes necessary to notify these individuals about your location, general condition, or death. Additionally, we may need to disclose health information about you to an entity assisting in a disaster relief effort so that your family can be notified about your conditions, status, and location.

## How Your Health Information May Be Disclosed

As a healthcare provider, we are subject to certain requirements in which we have to disclose your health information. These disclosures are generally routine for all patients and are done without your specific authorization:

State and federal laws require us to report cases of abuse, neglect, or other reasons requiring law enforcement, for public health activities, to health oversight agencies, for judicial and administrative proceedings, for death and funeral arrangements, organ donation, or special government functions including military and veteran requests, and to prevent serious threat to health or public safety.

We may also contact you after your current visit for future appointment reminders or to provide you with information regarding treatment alternatives or other health related services that may be your benefit.

Most uses and disclosures of psychotherapy notes, uses and disclosures for marketing purposes and disclosures that constitute a sale of health information will be made only with your written authorization. Other uses and disclosures not described in this notice will be made only with your written authorization.

If you do authorize us to release your information, you always have the right to revoke that authorization at anytime. Your request will be honored from that point forward.

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*Upper Great Lakes Family Health Center (UGL) is a Federally Qualified Health Center and is a Federal Tort Claims Act (FTCA) Deemed Facility.*

*UGL receives funding from The U.S. Department of Health and Human Services and has Federal Public Health Service deemed status with respect to certain health or health-related claims, including medical malpractice claims for itself and its covered individuals.*

## Your Rights Regarding the Use and Disclosure of Health Information

### **Access to Your Health Information:**

In most cases, you have the right to look at or receive a copy of your health information. It may take up to 30 days to prepare your request and there may be a preparation fee associated with making the copies.

### **Accounting of Disclosures:**

You have the right to ask for a list of instances in which we have disclosed your information for reasons other than treatment, payment and operations (see section "How your health information may be used"). We can provide you one list per year without charge. All additional requests in the same year will be subject to a nominal charge.

### **Amendment/Correction of Health Information:**

If you believe that the information we have about you is incorrect or if important information is missing, you have the right to request that we amend the existing information. There may be some reasons that we cannot honor your request for which you may submit a statement of disagreement.

### **Alternate/Confidential Communications:**

You can request that your health information be communicated to you at your current address on file or an alternate location or address.

### **Restrictions on Use/Disclosure of Health Information:**

You can request in writing that we not use or disclose your information for any reasons in this brochure or to persons involved in your care except when specifically authorized by you or when required by law, or in emergency circumstances. We are not legally required to agree to the request, except for requests to restrict disclosures to a health plan if the disclosure is for payment or healthcare operations and pertains to a healthcare item or service for which you have paid your healthcare provider out of pocket in full prior to the service. We will try to honor any reasonable requests.