

SUMMARY DPH NOTICE OF PRIVACY PRACTICES

DPH Pledge: Employees of the San Francisco Department of Public Health (DPH), its affiliates and contract providers understand that information about you and your health is personal. They are committed to protecting your health information. The DPH Full Notice of Privacy Practices can be found at <https://www.sfdph.org/dph/files/HIPAAdocs/PrivacyPractices2015/5795001-HIPAA-Full-Notice-English.pdf>.

Who will follow the rules in this notice: All DPH and contract provider employees, DPH affiliates, as well as staff assigned to DPH by the University of California at San Francisco, must follow these rules.

You have the right to: (please see possible restrictions in the full Notice)

- Ask to see, read and/or obtain a copy of your health record (charges may be necessary).
- Ask to correct information that you believe is wrong in your health record.
- Ask that your health information not be shared with certain individuals.
- Ask that your health information not be used for certain purposes; for example, research.
- Ask DPH to send copies of your health record to whomever you wish (charges may be necessary).
- Be informed about who has read your record (for reasons other than treatment, payment and operations).
- Specify where and how DPH employees may contact you.
- Receive a paper copy of the full DPH Notice of Privacy Practices.

DPH may use and disclose your health information to improve your treatment.

- To improve the quality of care you receive, health information may be shared by providers within DPH and between DPH and its contract providers.
- There are circumstances when health information about you will not be shared unless you first give your permission for it to be shared; such as when you receive services in a substance use disorder treatment agency.
- See the “Notice of Privacy Practices” for more information. If you have concerns about how your health information might be (or has been) shared, please speak with your provider or call the DPH Privacy Officer toll-free at 855-729-6040.

If you believe your privacy rights have NOT been maintained while receiving DPH services, you may file a complaint. If you have concerns about how your health information might be (or has been) shared, please speak with your provider or contact either of the following: (1) Secretary , U.S. Dept. of Health and Human Services, Office of Civil Rights (2) DPH Office of Compliance and Privacy Affairs. See chart below for contact information. You will not be penalized in any way for filing a complaint.

Initiating Your HIPAA Privacy Rights: To put your HIPAA privacy rights into effect, please go to the DPH site where your care was given. Ask for the medical record technician or other clerical staff assigned to the maintenance of the site’s medical records.

AUTHORIZATION FORMS TO REQUEST MEDICAL RECORDS CAN BE OBTAINED AT THE FOLLOWING DPH LOCATIONS:

Zuckerberg San Francisco General Hospital Medical Center Health Information Services, Main Bldg. Rm. 2B1 1001 Potrero Ave., SF, CA 94110 (628) 206-4432		Laguna Honda Hospital and Rehab Center Health Information Services, Rm. B300 375 Laguna Honda Blvd., SF, CA 94116 (415) 759-3355	
Balboa Teen Health Center 1000 Cayuga Avenue SF, CA 94112 (415) 469-4512	Castro-Mission Health Center 3850 17th St. SF, CA 94114 (415) 934-7700	Chinatown Public Health Center 1490 Mason St. SF, CA 94133 (415) 364-7600	
Larkin Street Youth Clinic 1138 Sutter St. SF, CA 94109 (415) 673-0911 (ext. 259)	Maxine Hall Health Center 1301 Pierce St. SF, CA 94115 (415) 292-1300	Curry Senior Services 333 Turk St. SF, CA 94102 (415) 885-2274	
Ocean Park Health Center 1351 - 24th Ave. SF, CA 94122 (415) 682-1900	Potrero Hill Health Center 1050 Wisconsin St. SF, CA 94107 (415) 648-3022	Silver Avenue Family Health Center 1525 Silver Avenue SF, CA 94134 (415) 657-1700	
Southeast Health Center 2401 Keith St. SF, CA 94124 (415) 671-7000	Tom Waddell Urban Health Center 230 Golden Gate SF, CA 94102 (415) 335-7400	Cole Street Youth Clinic 555 Cole St. SF, CA 94117 (415) 751-8181	
Health at Home Laguna Honda Hospital and Rehab Center 375 Laguna Honda Blvd., SF, CA 94116 (415) 759-4700	Maternal/Child Health 30 Van Ness Ave. SF, CA 94103 (800) 300-9950	City Clinic (STD Clinic) 356 7th St. SF, CA 94103 (415) 487-5500	
Behavioral Health Services Your Program Site or Health Information Services 1380 Howard St., SF, CA 94103 (415) 255-3487	Jail Health Services Health Information Services 850 Bryant St. SF, CA 94103 (415) 553-1582	All other privacy concerns: DPH Compliance & Privacy Affairs 101 Grove St., Rm 400 SF, CA 94102 (855)729-6040 (toll-free)	

Where to file a privacy complaint with the federal government:

Secretary, **U.S. Dept. of Health and Human Services, Office of Civil Rights**, Attn: Regional Manager
90 7th St, Suite-4-100, SF, CA 94103