



Notice of Privacy Practices

Your Information. Your Rights. Our Responsibilities.

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

Your Rights: When it comes to your health information, you have certain rights. This section explains your rights and some of our responsibilities to help you.

Get an electronic or paper copy of your medical record	<ul style="list-style-type: none"> You can ask to see or get an electronic or paper copy of your medical record and other health information we have about you. Ask us how to do this. We will provide a copy or a summary of your health information, usually within 30 days of your request.
Ask us to correct your medical record	<ul style="list-style-type: none"> You can ask us to correct health information about you that you think is incorrect or incomplete. Ask us how to do this. We may say “no” to your request, but we’ll tell you why in writing within 60 days.
Request confidential communications	<ul style="list-style-type: none"> You can ask us to contact you in a specific way (for example, home or office phone) or to send mail to a different address. We will say “yes” to all reasonable requests.
Ask us to limit what we use or share	<ul style="list-style-type: none"> You can ask us not to use or share certain health information for treatment, payment, or our operations. We are not required to agree to your request, and we may say “no” if it would affect your care. If you pay for a service or health care item out-of-pocket in full, you can ask us not to share that information for the purpose of payment or our operations with your health insurer. We will say “yes” unless a law requires us to share that information.
Get a list of those with whom we’ve shared information	<ul style="list-style-type: none"> You can ask for a list (accounting) of the times we have shared your health information for six years prior to the date you ask, who we shared it with, and why. We will include all the disclosures except for those about treatment, payment, and health care operations, and certain other disclosures (such as any you asked us to make). We’ll provide one accounting per year for free but may charge a reasonable, cost-based fee if you ask for another one within 12 months.
Get a copy of this privacy notice	<ul style="list-style-type: none"> You can ask for a paper copy of this notice at any time, even if you have agreed to receive the notice electronically. We will provide you with a paper copy promptly.
Choose someone to act for you	<ul style="list-style-type: none"> If you have given someone medical power of attorney or if someone is your legal guardian, that person can exercise your rights and make choices about your health information. We will make sure the person has this authority and can act for you before we take any action.
File a complaint if you feel your rights are violated	<ul style="list-style-type: none"> You can complain if you feel we have violated your rights by calling 1-800-BASSETT (1-800-227-7388) and asking for the Privacy Office. You can file a complaint with the U.S. Department of Health and Human Services Office for Civil Rights by sending a letter to 200 Independence Avenue, S.W., Washington, D.C. 20201, calling 1-877-696-6775, or visiting www.hhs.gov/ocr/privacy/hipaa/complaints/. <p>We will not retaliate against you for filing a complaint.</p>



You can tell us your choices about what we share in certain circumstances. If you have a clear preference for how we share your information in the situations described below, talk to us. Tell us what you want us to do, and we will follow your instructions.

<p>In these cases, you have both the right and choice to tell us to:</p>	<ul style="list-style-type: none"> • Share information with your family, close friends, or others involved in your care • Share information in a disaster relief situation • Include your name and room number in our hospital directory <p><i>If you are not able to tell us your preference, for example if you are unconscious, we may go ahead and share your information if we believe it is in your best interest. We may also share your information when needed to lessen a serious and imminent threat to health or safety.</i></p>
<p>In these cases we <i>never</i> share your information unless you give us written permission:</p>	<ul style="list-style-type: none"> • Sale of your information • Marketing purposes • Most sharing of psychotherapy notes requires specific release requirements
<p>In the case of fundraising:</p>	<p>We may contact you for fundraising efforts, but you can tell us not to contact you again.</p>
<p>Patient Experience Surveys:</p>	<p>We want to understand and learn from your experience at Bassett, and your feedback is important. We may send a survey either by mail, email, or phone by our survey vendor. Your input helps us to understand what we are doing well, and what we can improve for you and future patients.</p>
<p>Research Studies</p>	<p>We may use portions of your medical information for research purposes. For example, determine if you qualify to enter a clinical trial for a new medication or treatment. You may request to be excluded.</p>
<p>Health Information Exchange of NY-HIXNY</p>	<p>Bassett Healthcare Network participates in the health information exchange of NY. You must authorize us to include your information.</p>

Our Uses and Disclosures

<p>How do we typically use or share your health information?</p>		
<p>We typically use or share your health information in the following ways.</p>		
<p>Treat you</p>	<ul style="list-style-type: none"> • We can use your health information for treatment purposes and share it with other professionals who are treating you and for care coordination. 	<p>Example: A doctor treating you for an injury asks another doctor about your overall health condition.</p>
<p>Run our organization</p>	<ul style="list-style-type: none"> • We can use and share your health information to run our practice, improve your care, and contact you when necessary. 	<p>Example: We use health information about you to manage your treatment and services.</p>
<p>Bill for your services</p>	<ul style="list-style-type: none"> • We can use and share your health information for payment purposes, including to bill and get payment from health plans or other entities. 	<p>Example: We give information about you to your health insurance plan so it will pay for your services.</p>



How else can we use or share your health information?

We are allowed or required to share your information in other ways – usually in ways that contribute to the public good, such as public health and research. We have to meet many conditions in the law before we can share your information for these purposes. For more information see: www.hhs.gov/ocr/privacy/hipaa/understanding/consumers/index.html.

Help with public health and safety issues	We can share health information about you for certain situations such as: <ul style="list-style-type: none"> • Preventing disease • Helping with product recalls • Reporting adverse reactions to medications • Reporting suspected abuse, neglect, or domestic violence • Preventing or reducing a serious threat to anyone’s health or safety
Do research	We can use or share your information for health research.
Comply with the law	We will share information about you if state or federal laws require it, including with the Department of Health and Human Services if it wants to see that we’re complying with federal privacy law.
Respond to organ and tissue donation requests	We can share health information about you with organ procurement organizations.
Work with a medical examiner or funeral director	We can share health information with a coroner, medical examiner, or funeral director when an individual dies.
Address workers’ compensation, law enforcement, and other government requests	We can use or share health information about you: <ul style="list-style-type: none"> • For workers’ compensation claims • For law enforcement purposes or with a law enforcement official • With health oversight agencies for activities authorized by law • For special government functions such as military, national security, and presidential protective services
Respond to lawsuits and legal actions	We can share health information about you in response to a court or administrative order, or in response to a subpoena.

Our Responsibilities

As required by law, Bassett Healthcare Network will maintain the privacy and security of your protected health information.

- We will let you know promptly if a breach occurs that may have compromised the privacy or security of your information.
- We must follow the duties and privacy practices described in this notice and give you a copy of it.
- We will not use or share your information other than as described here unless you tell us we can in writing. If you tell us we can, you may change your mind at any time. Let us know in writing if you change your mind.

For more information see: www.hhs.gov/ocr/privacy/hipaa/understanding/consumers/noticepp.html.

MyBassett Health Connection Patient Portal

Bassett Healthcare Network offers the MyBassett Health Connection patient portal, through which you may:

- Communicate with your provider’s office
- Access your test results
- Request prescription renewals
- Make appointments
- Request your medical records



Changes to the Terms of This Notice

We can change the terms of this notice, and the changes will apply to all information we have about you. The new notice will be available upon request, in our office, and on our web site.

Effective: May [21], 2021

This Notice of Privacy Practices applies to all Bassett Healthcare Network participants including Bassett Medical Center, AO Fox Memorial Hospital, Little Falls Hospital, Cobleskill Regional Hospital, O’Connor Hospital and all network clinic locations. This Notice covers the organizations described above that are using this combined Notice of Privacy Practices and sharing information as provided by applicable law; they are not providing health care services mutually or on each other’s behalf. Each organization participating in this joint Notice is individually responsible for its own activities, including compliance with privacy laws, billing, and for the health care services it provides.

Please contact your Privacy Office with any questions, concerns or complaints by emailing privacy@bassett.org or calling:

Facility	Phone
A.O. Fox Hospital A.O. Fox Hospital Tri-Town Campus	607-432-2000 or 607-431-5441
Bassett Medical Center	1-800-BASSETT or 607-547-7900
Cobleskill Regional Hospital	518-254-3456
Little Falls Hospital	315-823-5362
O’Connor Hospital	607-746-0310
Valley Health Services	315-363-6000 ext. 2900 or 315-363-6000 ext. 2282



AFFIX PT LABEL

I acknowledge receipt of the Bassett Healthcare Network Notice of Privacy Practices:

Name (Print): _____

Date of Birth: _____

Address: _____

City, State, Zip: _____

Signature: _____

Please clip and mail to: Privacy Office • Bassett Healthcare Network • One Atwell Road • Cooperstown, NY 13326