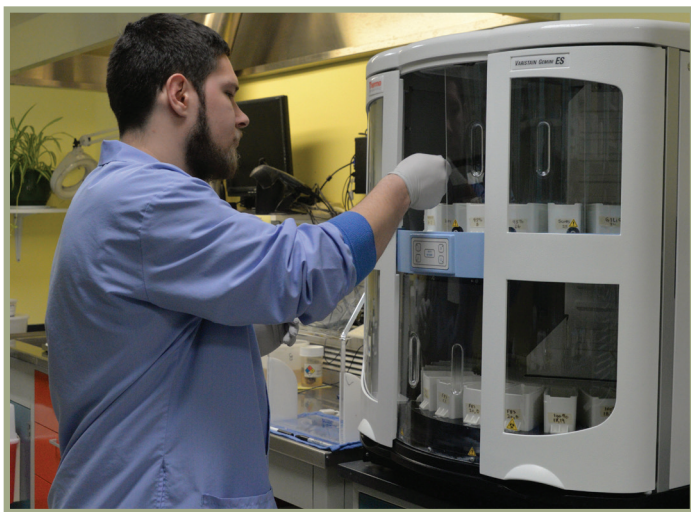


Notice of Privacy Practices

Your Information.
Your Rights.
Cary Medical Center's 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.



Cary Medical Center Pledge Regarding Protected Health Information

Effective 2/1/2020

We understand that medical information about you and your health is personal and private and we are committed to protecting that medical information. We create a record of the care and services you receive with quality care and compliance with legal requirements in mind. This notice applies to all protected health information (PHI) created and kept by Cary Medical Center.

Our Responsibilities

- We are required by law to maintain the privacy and security of your PHI.
- We will let you know promptly if a breach occurs that may have compromised the privacy or security of your unsecured PHI.
- 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 PHI other than as described here unless you tell us we can (authorize) 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.

Your Rights:

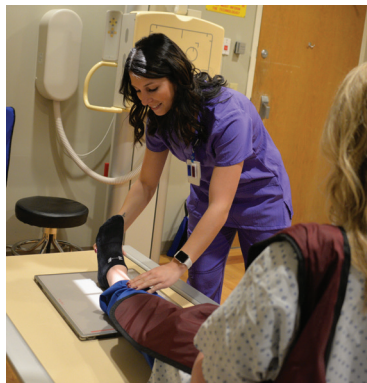
You have the right to:

- Get a copy of your paper or electronic medical record
- Correct your paper or electronic medical record
- Request confidential communication
- Ask us to limit the information we share
- Get a list of those with whom we've shared your information
- Get a copy of this privacy notice
- Choose someone to act for you
- File a complaint if you believe your privacy rights have been violated

Your Choices:

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

- Tell family and friends about your condition
- Provide disaster relief
- Include you in a hospital directory
- Provide mental health care
- Market our services and sell your information
- Raise funds



Cary Medical Center's Uses & Disclosures

We may use and disclose your health information without your permission in certain cases:

Treating You: We can use your health information and share it with other professionals who are treating you. Example: A doctor treating you for an injury asks another doctor about your overall health condition.

Billing for Services: We can use and share your health information to bill and get payment from health plans or other entities. Example: We give information about you to your health insurance plan so it will pay for your services.

Running our Hospital: We can use and share your health information to run our hospital, improve your care, and contact you when necessary. Example: We use health information about you to manage your treatment and services.

Contractors: We may disclose your PHI to our contractors performing services for us. They must agree to maintain the privacy of your PHI.

Personal Representatives: We may disclose your PHI to personal representatives who can make decisions for you, such as your guardian, healthcare power of attorney agent, or healthcare surrogate.

Public Health and Safety: We may use and disclose your PHI for: public health activities, such as to report certain diseases; reporting abuse and neglect of children and certain adults; and to avert a direct threat of imminent harm to health or safety.

Government Reviews: We may use and disclose your PHI to government agencies for audits, investigations, and inspections.

Research: We may use and disclose your PHI for research if certain requirements are met.

As Allowed by Law: We may use and disclose your PHI when allowed or required by state and federal law.

Organ and Tissue Donation: We may use and disclose PHI for organ or tissue donation purposes.

Medical Examiners and Funeral Directors: We may use and disclose PHI to medical examiners and funeral directors regarding deceased patients.

Workers' Compensation: We may disclose your PHI for workers' compensation claims.

Law Enforcement: We may disclose your PHI for certain law enforcement purposes, such as to report gunshot wounds, or to report crimes committed at our hospital or against our staff.

Respond to a Lawsuit/Legal Action: We can share health information about you in response to a court or administrative order, or in response to a subpoena.

Special Government Functions: We may disclose your PHI for special government functions such as military, national security, and presidential protective services.

Fundraising: We may use your PHI to contact you for our fundraising. You have the right to tell us you don't want these communications.

We may use and disclose your information as follows, but you can tell us not to:

Persons Involved in Your Care: We may disclose your PHI to family members, relatives, or close personal friends involved in your care.

Facility Directory: We may put you in our facility directory.

Disaster Relief: As allowed by law, we may use and disclose your PHI to certain entities to assist in disaster relief.

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.

Uses and Disclosures Where We Need Your Permission:

Psychotherapy Notes: If we maintain psychotherapy notes about you that are kept separate from the rest of your medical record, we will get your written permission to use or disclose them except as allowed by law.

Marketing: We will not use or disclose PHI to persons outside of Cary Medical Center to sell or market services or products without your written permission, unless the law allows us.

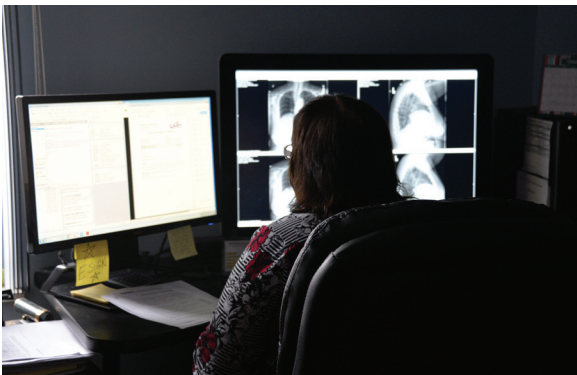
Sale of Protected Health Information: We will not sell your PHI without your written permission except as allowed by law.

Extra Protections for Certain Types of Information:

Certain Mental Health Information: Certain mental health information gets extra protection under Maine law. We will follow Maine law when we use or disclose this information.

HIV Information: HIV information gets extra protection under Maine law. We will follow Maine law when we use or disclose HIV information.

Certain Substance Use Disorder Information: Some substance use disorder information gets extra protection under federal law. We will follow this law when it applies to substance use disorder information.



Confidentiality Protections for Minors

If you are a minor who legally consents to your own health services, we are required to protect the privacy of your PHI with respect to those services in the same way that we protect the privacy of an adult's PHI, unless a special exception applies under the law. If you want us to bill your parent or guardian's health insurance plan for your services, your parent or guardian may learn about the services from the insurance company. If you do not want your parent or guardian to know about these services, you must tell us before we provide services so we can make other payment arrangements with you.



Cary Medical Center is a participant in a state-wide health information exchange, called HealthInfoNet. Along with other hospitals and providers in the State of Maine, HealthInfoNet allows participating providers to share certain limited electronic health information that may be relevant to your care, such as allergies, prescription medications, lab test results, diagnostic study results, and medical and clinical conditions and diagnosis.

If you are seen at another HealthInfoNet participant location, the exchange will help those who treat you to see information from Cary Medical Center. When your information is needed, ready access to your health information means better care for you. Mental health, substance abuse, and HIV information is not shared within the exchange unless you opt in.

You may choose to opt out of HealthInfoNet altogether by completing an 'opt-out' election form available upon request, or by visiting their website at www.hinfonyet.org/choice.html. The opt-out option is reversible, but any data documented prior to opting back in will not be available to other providers and facilities. Reversing an opt-out option can also be found at the website provided. More information can be found at www.hinfonyet.org, or by contacting a HealthInfoNet representative by telephone at 1-866-592-4352 or (207) 541-9250.

Your Rights

This section explains your rights and some of our responsibilities to help you. Questions regarding any of the following rights can be directed to our Privacy Officer or the Administrator on Call at (207) 498-3111.

Get an electronic or paper copy of your medical record

- You can ask to see or get an electronic or paper copy of your PHI. You can obtain records maintained on paper as a paper copy.
- We will provide a copy or a summary of your PHI, usually within 30 days of your request. We may charge a reasonable, cost-based fee.

Ask us to correct your medical record

- You may request that we correct your PHI contained in our records. If you are requesting a change to the information in your treatment record, we will place your request in your record. We may add a response to your record, and will provide to you a copy of our response.
- If you are requesting a change in your non-treatment record, we may deny your request. If your request is denied, we will tell you why.

Request confidential communications

- 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

- You can ask us not to use or share PHI. We are not required to agree to your request, except in the below situation.
- 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

- You can ask for a list (accounting) of the times we've shared your PHI 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 a year for free but will charge a reasonable, cost-based fee if you ask for another one within 12 months.

Get a copy of this privacy notice

- You can ask for a paper copy of this notice at any time, even if you have agreed to receive the notice electronically.

Choose someone to act for you

- If you have given someone medical power of attorney or if someone is your legal guardian, that person may be able to exercise your rights and make choices about your PHI. 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

- If you would like to file a complaint, please contact Cary Medical Center's Privacy Officer or the administrator on call at (207) 498-3111 or by mail at 163 Van Buren Rd., Caribou, ME 04736.
- Cary Medical Center also requests that complaints be filed in writing for documentation purposes.
- 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/.
- We will not retaliate against you for filing a complaint.

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, at hospital check-in areas, and on our web site at www.carymedicalcenter.org.

Nondiscrimination Statement:

Discrimination is Against the Law

Cary Medical Center complies with applicable Federal Civil Rights Laws and does not discriminate on the basis of race, color, national origin, age, disability, gender identification, or sex. Cary Medical Center does not exclude people or treat them differently based on race, color, national origin, age, disability, gender identification or sex. Cary Medical center provides free aids and services to people with disabilities to communicate effectively with us, such as: Qualified Sign Language Interpreters, Written information in other formats (large print, audio, accessible electronic formats, other formats), provides free language services to people whose primary language is not English (such as qualified interpreters, information written in other languages)

If you need these services contact our Civil Rights Coordinator:
Leslie Anderson, COO at 493-3500.

If you believe that Cary Medical Center has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with:

Maine Civil Rights Coordinator

11 State House Station

Augusta, ME 04333-0011

ADA-CivilRights.DHHS@maine.gov

You can file a complaint in person or by mail, fax or email.

You can also file a civil rights 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://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services

200 Independence Avenue, SW Room 509F, HHH Building

Washington, D.C. 20201

1-800-368-1019, 800-537-7697 (TDD)

Complaint forms are available at

<http://www.hhs.gov/ocr/office/file/index.html>

Languages for the state of Maine:

French

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement.

Appelez le 1-207-498-3111 (ATS : 1-207-498-2024).

Spanish

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística.

Llame al 1-207-498-3111 (TTY: 1-207-498-2024).

Chinese

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。

請致電 1-207-498-3111 (TTY：1-207-498-2024)。

Cushite (Oromo)

XIYYEEFFANNAA: Afaan dubbattu Oroomiffa, tajaajila gargaarsa afaanii, kanfaltiidhaan ala, ni argama.

Bilbilaa 1-207-498-3111 (TTY: 1-207-498-2024).

Vietnamese

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn.

Gọi số 1-207-498-3111 (TTY: 1-207-498-2024).

Arabic

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان.
اتصل برقم 1- 207-498-3111 (رقم هاتف الصم والبكم: 1-207-498-2024).

Mon-Khmer, Cambodian

ប្រយ័ត្ន: បើសិនជាអ្នកនិយាយ ភាសាខ្មែរ, សេវាជំនួយផ្នែកភាសា

ដោយមិនគិតល្អិត គឺអាចមានសំរាប់បំរើអ្នក។

ចូរ ទូរស័ព្ទ 1-207-498-3111 (TTY: 1-207-498-2024)។

Russian

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода.

Звоните 1-207-498-3111 (телетайп 1-207-498-2024).

Tagalog

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad.

Tumawag sa 1-207-498-3111 (TTY: 1-207-498-2024).

German

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachlicheHilfsdienstleistungen zur Verfügung.

Rufnummer: 1-207-498-3111 (TTY: 1-207-498-2024).

Thai

เตือน: ถ้าคุณพูดภาษาไทยคุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี

โทร 1-207-498-3111 (TTY: 1-207-498-2024).

Nilotic

PID KENE: Na ye jam ně Thuonjan, ke kuony yeně kɔc waar thook atō
kuka lěu yōk abac ke cīn wēnh cuatě piny.

Yuopě 1-207-498-3111 (TTY: 1-207-498-2024)

Korean

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로
이용하실 수 있습니다.

1-207-498-3111 (TTY: 1-207-498-2024)번으로 전화해 주십시오.

Polish

UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej.

Zadzwoń pod numer 1-207-498-3111 (TTY: 1-207-498-2024).

Japanese

注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。

1-207-498-3111（TTY: 1-207-498-2024）まで、お電話にてご連絡ください



If you have any questions about this notice please contact,
Health Information Services c/o Cary Medical Center,
163 Van Buren Rd., Caribou, ME 04736