will remain in effect until revoked by you in writing.
If requested, you will be provided a list of entities to
which your information has been disclosed.
Caring Health Center uses services provided by the
Pioneer Valley Information Exchange (PVIX) and the
Commonwealth of Massachusetts' statewide health
information exchange (MassHIway) to securely ex-
change information about your care among the
healthcare providers involved in your care in the
Commonwealth of Massachusetts and/or with the
Medicaid BeHealthy Partnership and others. You
have the right to "opt out" if you prefer that your
health information is not exchanged with PVIX or
other information exchange partners. If you choose
to opt out of information exchange, please inform a member of
the registration team and you will be provided a form
to complete. Otherwise, your health information will
be shared with PVIX and the MassHIway to optimize
your care coordination and efficient access to needed
medical resources.

For Health Related Benefits and Appointment
Reminders. We may use and disclose your PHI to tell
you about health-related benefits or services that
may be of interest to you. If you do not want CHC to
provide you with information on health-related bene-
fits or services or contact you for appointment re-
minders, you must notify the Privacy Officer in
writing.

Example: CHC may use and disclose your PHI to contact
you to remind you of your appointment

Uses or Disclosures of Your Protected Health Infor-
mation Permitted Without Your Authorization or
Opportunity to Object:
As Required by Law. CHC may use or disclose PHI to
the extent that the use or disclosure is required by law.
Public health. CHC may disclose your PHI for public
health activities or other legal authorities to prevent or
control disease, injury, or disability, or for other health
review activities.
Judicial and Administrative Proceedings. CHC may
disclose your PHI in response to a court order. In limit-
ed circumstances, CHC may disclose your protected
health information in response to a subpoena if CHC is
a party to a court action.
For activities related to death. CHC may disclose
your PHI to funeral directors or coroners to enable
them to carry out their lawful duties.
Research. CHC may use or disclose your PHI for re-
search purposes if the researcher has obtained your
permission or fulfilled the stringent privacy require-
ments of state and federal law.
To avoid a serious threat to health or safety. CHC
may disclose your PHI to avoid a serious threat to the
health or safety of you or any other person as deter-
mined by law.
Disclosures for specialized government functions.
CHC may disclose PHI for protection of public officials
or reporting to various branches of the armed servic-
es.
Disclosures to correctional institutions. CHC may
disclose PHI to limited staff of a correctional institution
or a custodial law enforcement official for the provi-
sion of health care and the transport of inmates.

Patient Complaint Process:
If you believe your privacy rights have been violated
or you disagree with a decision CHC made about ac-
cess to your PHI, you may file a complaint with CHC at
the address below. You may also contact CHC's Safety
and Assistant Compliance Officer with any questions
about this Notice. If needed, we will assist you with writ-
ing your complaint. We will not retaliate against you for
filing a complaint:
Caring Health Center, Inc.
Compliance Officer
1049 Main Street, Springfield, MA
(413) 735-1140  Fax: (413) 731-9919
Web: caringhealth.org

Office of Civil Rights
US Dept. Health and Human Services
J F Kennedy Federal Building – Rm. 1875
Boston, MA 02203
Phone: 617-565-1340

CHC is a federally qualified community health center
under 42 U.S.C.§254(b) and its employees are deemed
Public Health Service Employees under 42 U.S.C §233
g(n).

El Caring Health Center es un centro médico de 24
horas. Fuera de Horas, llame al: (413) 739-1100.

You may also file a written complaint with the Secre-
tary of the US Health and Human Services as fol-
lores:
It is your right as a patient to be informed of the privacy practices and procedures. CHC's legal duties with respect to protection of the privacy of your personal health information ("PHI"). PHI is information about you that may identify you and that relates to your past, present or future physical or mental health condition and health care services.

CHC Responsibilities to Protect Your Privacy: It is your right as a patient to be informed of CHC's legal duties with respect to protection of the privacy of your personal health information ("PHI").

For Health Care Operations. CHC may use or disclose your PHI for health care operations. These uses and disclosures are necessary to run our organization and make sure that our patients receive quality care. This includes information shared with outside parties who perform health care operations and other services on behalf of CHC ("business associates").

Examples: quality assessment and improvement; reviewing the performance qualifications of our clinicians, licensing, accreditation, business planning and development and general administrative activities.

Caring Health Center is part of an organized health care arrangement including participants in OCHIN. A current list of OCHIN participants is available at www.ochin.org. As a business associate of Caring Health Center, OCHIN supplies information technology and related services to Caring Health Center and other OCHIN participants. OCHIN also engages in quality assessment and improvement activities on behalf of its participants. For example, OCHIN coordinates clinical review activities on behalf of participating organizations to establish best practice standards and assess clinical benefits that may be derived from the use of electronic health record systems. OCHIN also helps participants work collaboratively to improve the management of internal and external patient referrals. Your personal health information may be shared by Caring Health Center with other OCHIN participants or a health information exchange only when necessary for medical treatment or for the health care operations purposes of the organized health care arrangement. Health care operations use and disclosures consistent with the Privacy Rules can include, among other things, geocoding your residence location to improve the clinical benefits you receive. The personal health information may include past, present and future medical information as well as information outlined in the Privacy Rules. The information, to the extent disclosed, will be disclosed consistent with the Privacy Rules or any other applicable law as amended from time to time. You have the right to change your mind and withdraw this consent.