

Privacy Notice

This notice describes Ibero-American Action League's privacy practices and the privacy rights of people we serve.

This notice becomes effective on April 14, 2003.

Our Privacy Commitment to You

We are committed to protecting your privacy and sharing information about you only with those who need to know and are allowed to see the information--to assure that you get quality services.

Your Clinical Information Rights

- You have a right to look at your clinical records and to get a copy.
- If we deny your request to see your clinical records, you may ask for a review of that denial.
- You may ask Ibero to change or amend your clinical record if you believe it is incorrect or incomplete.
- In certain cases, you may ask for a list of the people who have received clinical information about you from Ibero.
- You may ask Ibero not to use or share your clinical records in some cases.
- You may ask Ibero to communicate with you in a way that keeps your information confidential.
- You may ask for a paper copy of this notice.

How Ibero Will Use and Disclose Clinical Information About You

Ibero will use or share your clinical information without your consent for the following reasons:

- **Treatment:** *To provide you with treatment and services.* We may disclose certain health/clinical information about you to: doctors, nurses, psychologists, social workers, qualified mental retardation professionals (QIDPs), direct support professionals, your service coordinator, other Ibero personnel, volunteers or interns who provide you with care, to other providers outside of Ibero who provide you with services identified in your Individualized Services Plan, or to other providers to obtain new services for you.
 - **Payment:** *To bill and collect payment* from either: you, a third party, an insurance company, Medicare or Medicaid, or other government agencies.
 - **Health Care Operations:** For Ibero *administrative operations*, such as: for quality improvement to review our treatment and services; to obtain legal services through Ibero Counsel Office; to conduct fiscal audits; and for fraud abuse and detection.
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- **Other reasons allowed by law.** Besides disclosures for treatment, payment, and health care operations, Ibero may also use health information about you without your permission *when allowed by law*. Some examples are: when we are required to do so by federal or state law; for health oversight activities (including audits, investigations, surveys and inspections); for law enforcement purposes; and to prevent or lessen a serious and imminent threat to your health and safety or to someone else's.
- **Other Uses and Disclosures that Require Your Agreement or Authorization**
- If you have no objections, Ibero may disclose health/clinical information about you to:
- **Family members and friends** who are involved in your care, if the information is relevant to their involvement.

For all other types of uses and disclosures, Ibero will use or disclose health/clinical information about you only with a *written authorization signed by you*.

Changes to this Notice

We may change this notice in the future. If we do, we will provide you with a copy at your request after we change the notice.

Complaints

If you believe your privacy rights have been violated you can file a complaint with:

- **CONCERNS MAYBE REPORTED ANONYMOUSLY 1-844-466-4225 (IAAL)**
- The Secretary of the Federal Department of Health and Human Services [200 Independence Ave. S.W. Washington D.C. 20210, phone 1-877-696-6775]
- The Federal Office for Civil Rights Office: [Jacob Javits Federal Building, 26 Federal Plaza - Suite 3312, New York, NY 10278. Customer Response Center (800) 368-1019 Voice Phone: (212) 264-3313; Fax: (212) 619-3818; TDD: (800) 537-7697; or by email: ocrmail@hhs.gov]

* You will not be penalized for filing a complaint.