



## Notice of Privacy Practices

The law requires that the Healthy Start program keep your health information private.

“Protected Health Information” (PHI) is your name, address, phone number and personal information that identify you.

- At Healthy Start, we may share your information to:
  - ✓ Help you locate programs or services you need for a healthy pregnancy. (Treatment)
  - ✓ Make sure you have a prenatal care provider and that your appointments are kept. (Treatment)
  - ✓ Bill Medicaid for the services we provide to you. (Payment)
  - ✓ Conduct customer satisfaction surveys to make sure we are providing the best service to you so can have a healthy baby. (Health Care Operations)
- Home Visitors will not speak with relatives or anyone in your household regarding your personal information without your permission. Your Home Visitor will ask you who she can or cannot share your information with.
- You can check your Healthy Start records and ask that any mistakes be noted (amended).
- Our full privacy statement can be requested through your Home Visitor.

# HIPAA Notice of Privacy Practices Statement

## Notice of Information Practices and Privacy Statement

**How We Collect Information About You:** Healthy Start Coalition of Seminole County, Inc. (HSCSC) and its employees and volunteers collect data through a variety of means including but not necessarily limited to letters, phone calls, emails, voice mails, and from the submission of applications that is either required by law, or necessary to process applications or other requests for assistance through our organization.

**What We Do Not Do With Your Information:** Information about your financial situation and medical conditions and care that you provide to us in writing, via email, on the phone (including information left on voice mails), contained in or attached to applications, or directly or indirectly given to us, is held in strictest confidence.

We do not give out, exchange, barter, rent, sell, lend, or disseminate any information about applicants or clients who apply for or actually receive our services that is considered patient confidential, is restricted by law, or has been specifically restricted by a patient/client in a signed HIPAA consent form.

**How We Do Use Your Information:** Information is only used as is reasonably necessary to process your application or to provide you with health or counseling services which may require communication between HSCSC and health care providers or service providers, pharmacies, insurance companies, and other providers necessary to: verify your medical information is accurate; determine the type of /or any health care services you need including, but not limited to; or to obtain insurance.

If you apply or attempt to apply to receive assistance through us and provide information with the intent or purpose of fraud or that results in either an actual crime of fraud for any reason including willful or un-willful acts of negligence whether intended or not, or in any way demonstrates or indicates attempted fraud, your non-medical information can be given to legal authorities including police, investigators, courts, and/or attorneys or other legal professionals, as well as any other information as permitted by law.

**Information We Do Not Collect:** We do not use cookies on our website to collect data from our site visitors. We do not collect information about site visitors except for one hit counter on the main index page ([www.yourwebpage.org](http://www.yourwebpage.org)) that simply records the number of visitors and no other data. We do use some affiliate programs that may or may not capture traffic data through our site. To avoid potential data capture that you visited a particular website, simply do not click on any of our outside affiliate links.

**Limited Right to Use Non-Identifying Personal Information from Biographies, Letters, Notes, and Other Sources:** Any pictures, stories, letters, biographies, correspondence, or thank you notes sent to us become the exclusive property of HSCSC. We reserve the right to use non-identifying information about our clients (those who receive services from or through us) for fundraising and promotional purposes that are directly related to our mission.

Clients will not be compensated for use of this information and no identifying information (photos, addresses, phone numbers, contact information, last names or uniquely identifiable names) will be used without client's express advance permission.

You may specifically request that NO information be used whatsoever for promotional purposes, but you must identify any requested restrictions in writing. We respect your right to privacy and assure you no identifying information or photos that you send to us will ever be publicly used without your direct or indirect consent.

Please direct any questions and/or concerns in regards to this policy to our coalition office