



COMMUNITY SERVICES, HOUSING, AND COMMUNITY
DEVELOPMENT DEPARTMENT
Kathleen Torella, Director

Spokane County Regional Behavioral Health Privacy Policy

THIS NOTICE DESCRIBES HOW MEDICAL INFORMATION ABOUT INDIVIDUALS MAY BE USED AND DISCLOSED AND HOW THEY CAN GET ACCESS TO THIS INFORMATION. PLEASE REVIEW IT CAREFULLY.

Purpose

This Privacy Policy explains what Spokane County Regional Behavioral Health (SCRBH) does to keep information about individuals private and secure. The SCRBH is required by law to keep health information private and to provide individuals with this written notice. We want individuals to know how we manage the information and that each individual has a choice about how it is shared. The SCRBH is required to abide by the terms of this notice. We reserve the right to change this policy, but individuals will be notified of any changes.

Policy

Our Privacy Policy covers all current and former SCRBH eligible individuals. Separate policies may apply for more specific uses and disclosures of health care information.

What information does SCRBH have about Individuals?

To provide services and to help meet an individual's needs, the SCRBH collects information from various sources.

- When an individual requests behavioral health services; and
- We receive information about individuals through behavioral health provider agencies. For example, a service provider with whom the SCRBH contracts for the provision of services to an individual.

How does the SCRBH safeguard information about an individual?

The SCRBH takes a number of steps to protect the privacy of information about individuals. Here are some examples:

- We keep information under physical, electronic, and procedural controls that comply with federal standards. These controls help keep information from being improperly disclosed, changed or destroyed.
- We authorize other entities to obtain information about individuals only when needed in order to perform the Behavioral Health Administrative Service Organization (BH-ASO) functions required.
- We require subcontractors and business associates working for the SCRBH to protect information. They agree to use it only to provide the services we require them to perform for individuals and the SCRBH.



- We may share information about individuals with the SCRBH. This helps us to offer an individual behavioral health services such as coordinated care, treatment, payment, and in conducting our operations.
- We may share an individual's information as required or permitted by law. This enables sharing of information for legal and routine business reasons such as governmental audits.

How will individuals be notified of any changes to this policy?

The SCRBH Privacy Policy may be viewed at:

</DocumentCenter/View/23457/SCRBH-Privacy-Policy-02222021>

What are an individual's rights regarding their health care information?

You have the following rights regarding your Protected Health Information (PHI):

- Right to inspect and copy;
- Right to request confidential communications;
- Right to amend;
- Right to request restrictions;
- Right to a paper copy of notice; and
- Right to an accounting of certain disclosures.

An individual may also request to receive an Accounting of Disclosures outside of treatment, payment, and health care operations (TPO) by writing to the SCRBH Privacy Officer at the address below.

What if an individual has a complaint about their privacy rights?

If an individual believes their rights have been violated, they may file a complaint with our Privacy Office at (509) 477-4570 or in writing at:

Spokane County Regional Behavioral Health Administrative Services Organization
Attention: Privacy Officer
1116 W. Broadway Avenue
Spokane, WA 99260

They may also file a complaint with the Secretary of the Department of Health and Human Services (DHHS). An individual will not be retaliated against if they make a complaint.