



Notice of Privacy Practices

PATIENT RESOURCE

Your Protected Health Information

Protected Health Information (PHI) is maintained as a *written and/or electronic record* of your contacts or visits for healthcare services at Welia Health. Specifically, PHI is *information about you*, including demographic information (*name, address, phone, etc.*), that may identify you and relates to your past, present or future physical or mental health condition and related healthcare services.

Our hospital is *required to follow specific rules* on maintaining the confidentiality of your PHI, using your information, and disclosing or sharing this information with other healthcare professionals involved in your care and treatment.

This Notice describes your rights to access and control your PHI. It also describes how we follow applicable rules and use and disclose your PHI to provide your treatment, obtain payment for services you receive, manage our healthcare operations, and for other purposes that are permitted or required by law.

Your Rights Under the Privacy Rule

Following is a statement of your rights, under the Privacy Rule, in reference to your PHI. Please feel free to discuss any questions with our staff.

You have the right to receive, and we are required to provide you with, a copy of this notice of privacy practices

We are required to follow the terms of this notice. We reserve the right to change the terms of our notice at any time. Upon your request, we will provide you with a revised Notice of Privacy Practices if you call the hospital and request that a revised copy be sent to you in the mail or ask for one at the time of your next visit. The Notice will also be posted in a conspicuous location within the hospital, and on our web site.

You have the right to authorize other use and disclosure

You may ask us for restrictions on how we use or to whom we disclose your health information, including Substance Use Disorder (SUD) records. You need to make your request in writing. If you ask that information about a service not be sent to your insurer and pay for the service in full, we will agree to this restriction. If you restrict us from providing information to your insurer, you also need to explain how you will pay for your treatments, and you will be responsible for arranging for payment of the bills. We are not required to agree to other restrictions. If we do agree, we will follow the restriction except:

- in an emergency where the information is needed for your treatment
- if you give us written permission to use or disclose the restricted information
- if you decide or we decide to end the restriction, or
- as otherwise required by law

You have the right to request an alternative means of confidential communication

This means you have the right to ask us to contact you about medical matters using an alternative method (i.e., email, telephone), and to a destination (i.e., cell phone number, alternative address, etc.) designated by you. You must inform us in writing, using a form provided by the hospital, how you wish to be contacted if other than the address/phone number that we have on file. We will follow all reasonable requests.

You have the right to inspect and copy your PHI

This means you may inspect and obtain a copy of your complete medical record. If your medical record is maintained electronically, you will also have the right to request a copy in electronic format. We have the right to charge a reasonable fee for paper or electronic copies as established by professional, state, or federal guidelines. We may deny your request to inspect and copy in certain very limited circumstances. If you are denied access to medical information, you may request that the denial be reviewed.

You have the right to request a restriction of your PHI

This means you may ask us, in writing, not to use or disclose any part of your PHI for the purposes of treatment, payment or healthcare operations. If we agree to the requested restriction, we will abide by it, except in emergency circumstances when the information is needed for your treatment. In certain cases, we may deny your request for a restriction.

**PLEASE REVIEW
THIS DOCUMENT
CAREFULLY!**

*It describes how
medical information
about you may be
used and disclosed,
and how you can
gain access
to this information.*

You will have the right to request, in writing, that we restrict communication to your health plan regarding a specific treatment or service that you, or someone on your behalf, has paid for in full, out-of-pocket. We are not permitted to deny this specific type of requested restriction.

You have the right to request an amendment to your protected health information

This means you may request an amendment of your PHI for as long as we maintain this information. In certain cases, we may deny your request.

You have the right to request a disclosure accountability

This means that you may request a listing of disclosures that we have made, of your PHI, to entities or persons outside of the hospital.

You have the right to receive a privacy breach notice

You have the right to receive written notification if the hospital discovers a breach of your unsecured PHI, and determines through a risk assessment that notification is required.

*If you have questions regarding your privacy rights, please feel free to contact our Privacy Officer. Contact information is provided on the back of this page under **Privacy Complaints**.*

Who Will Follow This Notice?

This notice describes our facility's practices and that of: *all departments and units of the facility, all residents, medical students and other trainees* affiliated with Welia Health, *all volunteers* who may assist you while you are in the facility, and *all employees, staff and other facility workers*.

Ways That We May Use Or Disclose Protected Health Information

Following are *examples of uses and disclosures* of your protected health information that *we are permitted to make*. These examples are not meant to be exhaustive, but to describe possible types of uses and disclosures.

TREATMENT – We may use and disclose your PHI to provide, coordinate, or manage your healthcare and any related services. This includes the coordination or management of your healthcare with a third party that is involved in your care and treatment. For example, we would disclose your PHI, as necessary, to a pharmacy that would fill your prescriptions. We will also disclose PHI to other Healthcare Providers who may be involved in your care and treatment.

SPECIAL NOTICES – We may use or disclose your PHI, as necessary, to contact you to remind you of your appointment. We may contact you by phone or other means to provide results from exams or tests and to provide information that describes or recommends treatment alternatives regarding your care. Also, we may contact you to provide information for fundraising activities. You will have the right to opt out of such special notices, and each such notice will include instructions for opting out.

PAYMENT – Your PHI will be used, as needed, to obtain payment for your healthcare services. This may include certain activities that your health insurance plan may undertake before it approves or pays for the healthcare services we recommend for you, such as making a determination of eligibility or coverage for insurance benefits.

HEALTHCARE OPERATIONS – We may use or disclose, as needed, your PHI in order to support the business activities of our practice. This includes, but is not limited to, business planning and development, quality assessment and improvement, medical review, legal services, auditing functions and patient safety activities.

HEALTH INFORMATION ORGANIZATION
The hospital may elect to use a health information organization, or other such organization to facilitate the electronic exchange of information for the purposes of treatment, payment, or healthcare operations.

TO OTHERS INVOLVED IN YOUR HEALTHCARE – Unless you object, we may disclose to a member of your family, a relative, a close friend or any other person that you identify, your PHI that directly relates to that person's involvement in your healthcare. If you are unable to agree or object to such a disclosure, we may disclose such information as necessary if we determine that it is in your best interest based on our professional judgment. We may use or disclose PHI to notify or assist in notifying a family member, personal representative or any other person that is responsible for your care, of your general condition or death. If you are not present or able to agree or object to the use or disclosure of the PHI, then your healthcare provider may, using professional judgment, determine whether the disclosure is in your best interest. In this case, only the PHI that is necessary will be disclosed.

OTHER PERMITTED AND REQUIRED USES AND DISCLOSURES – We are also permitted to use or disclose your PHI without your written authorization for the following purposes: as required by law; for public health activities; health oversight activities; in cases of abuse or neglect; to comply with Food and Drug Administration requirements; research purposes; when necessary to prevent or lessen a serious threat to the health or safety of the individual or the public; legal proceedings; law enforcement purposes; coroners; funeral directors; organ donation; criminal activity; military activity; national security; worker's compensation; when an inmate in a correctional facility; and if requested by the Department of Health and Human Services in order to investigate or determine our compliance with the requirements of the Privacy Rule and your confidential healthcare information may be released to other healthcare providers in the event you need emergency care.

SUBSTANCE USE DISORDER (SUD) RECORDS – In addition to the ways in which we may use and disclose your health information, your rights relating to your health information, and our duties as described above, SUD records from federally assisted alcohol and drug abuse programs have additional protections, and you have additional rights related to them under the 4 Confidentiality of Substance Use Disorder (SUD) Patient Records regulations at 42 CFR part 2 ("Part 2").

Our pledge regarding health information:

We understand that health information about you is personal. We are committed to protecting the privacy of your health information by following all applicable federal and state privacy and confidentiality requirements. As a result, we have developed policies, improved the controls over our computers and other systems which access and store health data, and educated our employees about protecting your health information. We are required by law to keep your health information private and to give you this notice of our legal duties and privacy practices. When required by Minnesota, federal or any other law, we will get your consent before using or disclosing your health information.

Effective: February 16, 2026

Revised: January 30, 2026

Privacy Complaints:

You have the right to complain to us, or directly to the *Secretary of the Department of Health and Human Services* if you believe your privacy rights have been violated by us.

You may file a complaint with us by notifying the *Privacy Officer* at **320.679.1212**.

Welia Health will not retaliate against you for filing a complaint.

