

WEST MICHIGAN CMH SUMMARY OF PRIVACY PRACTICE

This summary of our privacy practices is a condensed version of our Notice of Privacy Practices.

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

We understand that your medical information is personal to you, and we are committed to protecting the information about you. As our patient, we create medical records about your health, our care for you, and the services and/or items we provide to you as our patient. By law, we are required to make sure that your protected health information is kept private.

Here are a few examples of how your information might be used or disclosed (for more detail please refer to the Notice of Privacy Practices posted in our lobby and available upon request):

- For medical treatment
- For appointments and patient recall reminders
- To obtain payment for our services utilizing an outside billing agency
- To avert a serious threat to health or safety
- In emergency situations
- To run our organization more efficiently and ensure all our patients receive quality care
- In response to certain requests arising out of lawsuits or other disputes

If you believe your privacy rights have been violated, you may file a complaint with West Michigan CMH by contacting WCMCMH Customer Services. You may also file a complaint with the Secretary of the Department of Health and Human Services. All complaints must be submitted in writing. You will not be penalized for filing a complaint. You have certain rights regarding the information we maintain about you. These rights include:

- The right to inspect and copy
- The right to request restrictions
- The right to amend
- The right to a paper copy of this notice
- The right to an accounting of disclosures
- The right to request confidential communications

(For more information about these rights please see the detailed Notice of Privacy Practices posted in our lobby or request a copy.)