

Notice of Privacy Practices for JPHSA

This notice describes how JPHSA may use and disclose your protected health information, your rights with respect to your health information, how you can get access to this information, and how to file a complaint concerning a violation of the privacy or security of your health information, or of your rights concerning your information. Please review it carefully.

When it comes to your information, you have certain rights. This section explains your rights and some of our responsibilities to help you.

Get a copy of your service record: You can ask to see or get an electronic or paper copy of your service record and other information we have about you. Ask us how to do this. We will provide a copy or a summary of your information, usually within 15 days of your request. We may charge a reasonable, cost-based fee. We may not be able to produce some or all of your records electronically.

Ask us to correct your service record: You can ask us to correct information about you that you think is incorrect or incomplete. Ask us how to do this. We may say “no” to your request, but we’ll tell you why in writing within 60 days.

Request confidential communications: You can ask us to contact you in a specific way (for example, home or office phone) or to send mail to a different address. We will say “yes” to all reasonable requests.

Ask us to limit what we use or share: You can ask us not to use or share certain information for treatment, payment, or our operations. We are not required to agree to your request, and we may say “no” if it would affect your care. If you pay for a service or healthcare item out-of-pocket in full, you can ask us not to share that information for the purpose of payment or our operations with your health insurer. We will say “yes” unless a law requires us to share that information.

Get a list of those with whom we’ve shared information: You can ask for a list (accounting) of the times we’ve shared your information for six years prior to the date you ask, who we shared it with, and why. We will include all the disclosures except for those about treatment, payment, and healthcare operations, and certain other disclosures (such as any you asked us to make). We’ll provide one accounting a year for free but will charge a reasonable, cost-based fee if you ask for another one within 12 months.

Get a copy of this privacy notice: You can ask for a paper copy of this notice at any time, even if you have agreed to receive the notice electronically. We will provide you with a paper copy promptly. An electronic copy can also be found at www.jphsa.org/privacy. If you have any questions about this notice, you can contact our Privacy Officer by phone at (504) 324-1400.

Choose someone to act for you: If you have given someone medical power of attorney or if someone is your legal guardian, that person can exercise your rights and make choices about your information. We will make sure the person has this authority and can act for you before we take any action. You must provide a copy to us so we can have it on file.

File a complaint if you feel your rights are violated:

- You can complain if you feel we have violated your privacy rights by contacting our Privacy Officer by phone at (504) 324-1400, or address your concerns to: Privacy Officer, 3616 S. I-10 Service Road W., Suite 200, Metairie, LA 70001.
- You can file a complaint with the Secretary of the U.S. Department of Health and Human Services by visiting <https://ocrportal.hhs.gov>, by email at OCRMail@hhs.gov or by calling 1-800-368-1019, TDD:1-800-537-7697. You may also use these procedures to file a complaint concerning a violation of 42 CFR Part 2.
- You are not required to report an alleged violation either to the Secretary or JPHSA, but may report to either or both.
- We will not retaliate against you for filing a complaint.

JPHSA safeguards your private information. You have choices about how your information is shared. We will never release your private information without your written consent unless we are legally obligated or permitted to do so. Certain information, including psychotherapy notes and substance use treatment records, has additional protections and will only be used or disclosed as permitted or required by applicable law.

We will never sell or share your information for marketing purposes without your written permission.

How do we typically use or share your health information?

We typically use or share your information in the following ways:

- We can use your information and share it with other professionals who are treating you.
- We can use and share your information to run our practice, improve your care, and contact you when necessary.
- We can use and share your information to bill and get payment from health plans or other entities.

How else can we use or share your health information?

We are allowed or required to share your information in other ways – usually in ways that contribute to the public good, such as public health and research. We have to meet many conditions in the law before we can share your information for these purposes.

Help with public health and safety issues: We can share health information about you for certain situations such as the following:

- Preventing disease
- Helping with product recalls
- Reporting adverse reactions to medications
- Reporting suspected abuse, neglect, or domestic violence
- Preventing or reducing a serious threat to anyone's health or safety

Comply with the law: We will share information about you if state or federal laws require it, including with the U.S. Department of Health and Human Services if it wants to see that we're complying with federal privacy law.

Address workers' compensation, law enforcement, and other government requests: We can use or share information about you for the following purposes:

- For workers' compensation claims
- For law enforcement purposes or with a law enforcement official
- For activities authorized by law with health oversight agencies
- For special government functions such as military, national security, and presidential protective services

Respond to lawsuits and legal actions: We can share information about you in response to a court or administrative order, or in response to a subpoena. Additional restrictions apply to substance use disorder patient records protected by 42 CFR Part 2.

Our Responsibilities

- We are required by law to maintain the privacy and security of your protected health information and provide patients with notice of our legal duties and privacy practices with respect to records.
- We will let you know promptly if a breach occurs that may have compromised the privacy or security of your information.
- We must follow the duties and privacy practices described in this notice currently in effect and give you a copy of it.
- We will not use or share your information other than as described here unless you tell us we can in writing. If you tell us we can, you may change your mind at any time. Let us know in writing if you change your mind.
- We reserve the right to change the terms of our notice and to make the new notice provisions effective for records that we maintain. If the terms of this Privacy Notice change, the new notice will be posted and will be available upon request, in our offices, and on our website. You may request a copy from your provider.

Confidentiality of Substance Use Disorder Client Records

- The confidentiality of substance use disorder client records maintained by JPHSA is protected by federal law and regulations under 42 CFR Part 2.
- Generally, JPHSA may not say to a person outside of JPHSA that an individual receives any substance use disorder related services, or disclose any information that may potentially identify a client having a substance use disorder unless (1) the client consents in writing (the client wishes to send their records to an outside provider that also provides care to the client or their probation officer as part of their supervision of the client); (2) the disclosure is allowed by a court order (the court order is accompanied by a valid subpoena compelling the use or disclosure of records); (3) the disclosure is made to

medical personnel in a medical emergency or to qualified personnel for research, audit, or program evaluation (the client is unable to provide consent during the medical emergency due to an incapacity or during an evaluation of the agency's program by the Louisiana Department of Health to ensure compliance with federal and state laws); or (4) the disclosure is otherwise permitted by 42 CFR Part 2.

- Records that are disclosed to JPHSA, or a business associate, pursuant to the patient's written consent for treatment, payment, and health care operations may be further disclosed, without the patient's written consent, to the extent the HIPAA regulations permit such disclosure.
- Under 42 CFR Part 2, there may be the ability to use or disclose records to fundraise for the benefit of the program, but only if you have first been provided with a clear opportunity to elect not to receive fundraising communications from the program. However, JPHSA does not fundraise as a program.
- A patient may provide a single consent for all future uses or disclosures for treatment, payment, and health care operation purposes.
- JPHSA will only use and disclose your protected information as described in this notice, or with your written consent.
- You may revoke your consent at any time, except to the extent that JPHSA has acted in reliance upon it. You may revoke consent by submitting a request in writing, or request a reasonable accommodation for an alternative revocation process, to the Privacy Officer at (504) 324-1400.
- If you were mandated to treatment through the criminal legal system (including drug court, probation, or parole) and you sign a consent authorizing disclosures to elements of the criminal legal system such as the court, probation officers, parole officers, prosecutors, or other law enforcement, your right to revoke consent may be more limited and should be clearly explained on the consent that you signed.
- Records, or testimony relaying the content of such records, shall not be used or disclosed in any civil, administrative, criminal, or legislative proceedings against you unless based on your specific written consent or a court order in accordance with 42 CFR Part 2. Records shall only be used or disclosed based on a court order after notice and an opportunity to be heard is provided to you (the patient) and/or the holder of the record, where required by 42 USC 290dd-2 and 42 CFR Part 2. A court order authorizing use or disclosure must be accompanied by a subpoena or other similar legal mandate compelling disclosure before the record is used or disclosed.
- Violation of federal law and regulations may be subject to civil or criminal penalties. Suspected violations may be reported to appropriate authorities in accordance with federal regulations. Federal law and regulations do not protect any information about a crime committed by a client either at the program or against any person who works for the program or about any threat to commit such a crime.
- Federal laws and regulations do not protect any information about suspected child abuse or neglect from being reported under state law to appropriate state or local authorities.

Your Rights as a Patient

- You have the right to request restrictions of disclosures, for purposes of treatment, payment, and health care operations, including when you have previously provided written consent.
- You have the right to request and obtain restrictions of disclosures to your health plan for those services for which you have paid in full.
- You have the right to a list of disclosures of electronic records under this part for the past three years.
- You have the right to a list of disclosures by an intermediary for the preceding three years, including information about who received your protected records, the date of the disclosure, and a brief description of the information that was disclosed.
- You have the right to obtain a paper or electronic copy of this notice from JPHSA upon request.
- You have the right to discuss this notice with the Privacy Officer of JPHSA.
- You have the right to elect not to receive communications from JPHSA to fundraise on its own behalf. However, JPHSA does not fundraise as a program.

Effective Date: September 3, 2026