

Philadelphia Fire Department



Notice of Privacy Practices (NPP) Policy

This mission of the City of Philadelphia Fire Department Division of Emergency Medical Services is to protect the public by providing efficient and effective emergency medical services. Your health information is private. Keeping your health information private is important to us. This notice describes how we may use or disclose your health information, what your rights are, and what our responsibilities are.

In this document City means the Fire Department – Emergency Medical Services only. The term “information” or “health information” in this Notice includes any information we maintain that reasonably can be used to identify you and that relates to your physical or mental health condition, the provision of health care to you, or the payment for such health care.

Reasons That Your Protected Health Information May be Used and/or Disclosed

- **For Treatment.** The City is allowed to use and disclose your protected health information in order to treat you. For example, Emergency Medical Staff may discuss your case with hospital staff.
- **For Payment.** The City is allowed to use and disclose your protected health information in order to get payment for your treatment. For example, the City may disclose the type of treatment provided to you in order to get payment from an insurance company. Your information may also be shared with other government programs such as Medicaid and Medicare to coordinate benefits.
- **For Healthcare Operations.** The City is allowed to use and disclose your protected health information for internal business and healthcare operations activities. For example, your information may be used or disclosed to a social worker for case management purposes and care coordination with other providers of service who may be involved in your case. Your information may be used for Quality Control purposes, and in response to complaints.
- **Business Associates.** There are some services provided by the City through contracts with businesses. For example, billing vendors for services provided by the City. To protect your health information, we require the business associates to keep your information private.
- **Research.** Anyone that would like to use personal health information to conduct research studies must have the approval of the Institutional Review Board along with the approval that the research projects meet all State and Federal. Only after the approval the City may disclose the information.
- **Food and Drug Administration.** The City may disclose health information to FDA about problems relating to medications, and medical equipment so that the FDA can issue recalls, repairs, or replacements.
- **Consumer Product Safety Commission.** The City may disclose health information to the CPSC relating to the safety of consumer products so that the CPSC can identify problems and issue recalls.
- **Worker’s Compensation.** The City may disclose health information as authorized by established laws to comply with worker compensation and other similar programs.
- **Public Health.** As required by law, the City may disclose your health information without your consent to public health or legal authorities whose job is to prevent or control disease, injury, or disability.
- **Correctional Institutions.** Should you be an inmate of a correctional institution, the City may share your health information with the healthcare professionals at the institution so you can continue your health treatment.
- **Victims of Abuse.** The City may disclose the protected health information of anyone we reasonably believe that is a victim of abuse, neglect, or domestic violence to the appropriate authorities when authorized by law.
- **Health Oversight Activities.** The City may disclose your protected information to a health oversight agency when necessary for the oversight of the healthcare system, government benefit programs, and to determine compliance with civil rights laws.
- **Judicial and Administrative Proceedings.** The City may disclose protected health information in response to a court order, subpoena, or other lawful request.
- **Law Enforcement.** In certain circumstances the City may disclose protected information to law enforcement officials for legitimate law enforcement purposes. For example: identifying or locating a suspect, fugitive, or witness.
- **Decedents.** The health information of decedents may be used and disclosed to coroners, medical examiners, and investigators if it is needed to carry out their duties.
- **Military.** The City may use or disclose your protected health information to the appropriate authorities for military and veterans’ activities.
- **Reports.** Federal law allows your health information to be given to an appropriate health oversight agency, public health authority, or attorney, provided that a City employee or Business Associate believes in good faith that we have engaged in unlawful conduct or have otherwise violated professional or clinical standards and are potentially hurting individuals, workers, or the public.
- **Required by Law.** The City may use or disclose your protected health information for purposes required by law.

When the situation is not an emergency and you have not objected, the City may disclose your protected health information

- to a relative or someone who you have agreed is involved in your care, or healthcare payment;
- to notify or assist in notifying a family member or personal representative, of your location and general condition;
- to legally authorized disaster relief agencies to coordinate with such agencies.

Authorizations. Other uses and disclosures of your personal health information will be made only with your authorization. You have the right to change your mind at any time in writing before we have shared your information by contacting the Philadelphia Fire Department's Privacy Office. Requests to not share your information must include your: name, date of birth, social security number, contact information, and a statement that you do not want your information shared. It must be mailed to:

Philadelphia Fire Department
Privacy Office
240 Spring Garden Street
Philadelphia, PA 19123

Authorization forms can be found on the Fire Department's website, Department of Records' website, by e-mailing pfdemsrecords@phila.gov, or by calling the Fire Department's Privacy Office normal business hours, M-F 9 a.m. to 2 p.m., or by mail.

Your Rights Regarding Protected Health Information

You have the right to

- receive private communications of protected health information;
- look at, copy, and receive a copy of your protected health information;
- request an amendment to your protected health information;
- know, in certain circumstances, who has your protected health information;
- receive a paper copy of this notice upon your request;
- ask that your protected health information not be shared in certain circumstances. The City is not legally required to agree to your request.

The City's Duties

The City is required by Federal and/or State law to

- keep your protected health information private;
- notify you of its legal duties and privacy practices involving protected health information; and
- follow the terms of the notice currently in effect (this notice).
- notify you of any unauthorized acquisition, use, or disclosure of or possible access to your health information.
- The City reserves the right to make changes to this notice and to apply the changes to all protected health information that the City currently has now or in the future. You will be notified of changes to this notice.

Questions & Complaints

If you believe that your privacy rights have been violated, you may file a complaint with the City by contacting the City's Privacy Office, The Fire Department's Privacy Office or with the U.S. Secretary of Health and Human Service. It is safe to file a complaint, no one may hold it against you.

Contact Information

City of Philadelphia Privacy Officer	Philadelphia Fire Department	Secretary of Health and Human Services
City of Philadelphia Law Department	Privacy Office	Region III, Office of Civil Rights
1515 Arch Street, 15 th Floor	240 Spring Garden Street	U.S. Department of Health and Human Services
Philadelphia, PA 19102	Philadelphia, PA 19123	150 S. Independence Mall West, Suite 372
Ph: (215)-683-5237	Ph: (215) 685-4205	Public Ledger Building
Email: hipaaprivacy@phila.gov	Fax: (215) 685-4208	Philadelphia, PA 19106-9111
	E-mail:	Main Line: (215) 861-4441
	pfdemsrecords@phila.gov	Hotline: 1(800) 368-1019
		Fax: (215) 861-4431
		TDD: (215) 861-4440
		www.hhs.gov/ocr/hipaa/

For copies of this notice or questions about the City's privacy policy as it relates to protected health information outside of the Fire Department Emergency Medical Services Division, please contact the City's Privacy Officer as indicated above. A copy of this notice can be found on the internet at www.phila.gov/services/safety-emergency-preparedness/ask-about-an-ems-bill/