

SUMMARY DPH NOTICE OF HIPAA PRIVACY PRACTICES

DPH Pledge: Employees of the San Francisco Department of Public Health (DPH), its affiliates and contract providers understand that information about you and your health is personal. They are committed to protecting your health information. The DPH Full Notice of Privacy Practices can be found at <https://www.sfdph.org>.

Who will follow the rules in this notice: All DPH and contract provider employees, DPH affiliates, including staff assigned to DPH by the University of California at San Francisco, and anyone allowed to read, use or give out patients’ personal health information must follow these rules.

You have the right to: (please see possible restrictions in the full Notice)

- Request and receive a paper copy of the Full Notice of Privacy Practices
- Ask to see, read and/or obtain a copy of your health record (charges may be necessary).
- Ask to change information that you believe is wrong in your health record.
- Ask that your health information not be shared with certain individuals.
- Ask that your health information not be used for certain purposes; for example, research.
- Ask DPH to send copies of your health record to whomever you wish (charges may be necessary).
- Be informed about who has read your record (for reasons other than treatment, payment and operations).
- Specify where and how DPH employees may contact you.
- Receive a paper copy of the full DPH Notice of Privacy Practices.

DPH may use and disclose your health information to improve your treatment.

- To improve the quality of care you receive, health information may be shared between treatment providers both within and outside of DPH.
- There are circumstances when health information about you will not be shared unless you first give your permission for it to be shared.
- See the “Notice of Privacy Practices” for more information. If you have concerns about how your health information might be (or has been) shared, please speak with your provider or call the DPH Privacy Officer toll-free 855-729-6040.

If you believe your privacy rights have NOT been maintained while receiving DPH services, you may file a complaint. If you have concerns about how your health information might be (or has been) shared, please speak with your provider or contact either of the following: (1) DPH Office of Compliance and Privacy Affairs, 101 Grove St., Room 400, San Francisco, CA 94102, or call toll-free 1-855-729-6040. (2) Write Centralized Case Management Operations, U.S. Department of Health and Human Services, 200 Independence Avenue, S.W., Room 509F HHH Bldg. Washington, D.C. 20201. See “Where to file a privacy complaint with the federal government” in the Notice of Privacy Practices. You will not be penalized in any way for filing a complaint.

Initiating Your HIPAA Privacy Rights: To put your HIPAA privacy rights into effect, please go to the DPH site where your care was given. Ask for the medical record technician or other clerical staff assigned to the maintenance of the site’s medical records.

San Francisco General Hospital Medical Center Health Information Services, Main Bldg. Rm. 2B1 1001 Potrero Ave., SF, CA 94110 (415) 206-4432		Laguna Honda Hospital and Rehab Center Health Information Services, Rm. B300 375 Laguna Honda Blvd., SF, CA 94116 (415) 759-3355	
Balboa Teen Health Center 1000 Cayuga Avenue, SF, CA 94112 (415) 469-4512	Castro-Mission Health Center 3850 17th St., SF, CA 94114 (415) 934-7700	Chinatown Public Health Center 1490 Mason St., SF, CA 94133 (415) 364-7600	
Larkin Street Youth Clinic 1138 Sutter St., SF, CA 94109 (415) 673-0911 (ext. 259)	Maxine Hall Health Center 1301 Pierce St., SF, CA 94115 (415) 292-1300	Curry Senior Services 333 Turk St., SF, CA 94102 (415) 885-2274	
Ocean Park Health Center 1351 - 24th Ave., SF, CA 94122 (415) 682-1900	Potrero Hill Health Center 1050 Wisconsin St., SF, CA 94107 (415) 648-3022	Silver Avenue Family Health Center 1525 Silver Avenue, SF, CA 94134 (415) 657-1700	
Southeast Health Center 2401 Keith St., SF, CA 94124 (415) 671-7000	Tom Waddell Urban Health Center 230 Golden Gate, SF, CA 94102 (415) 335-7400	Cole Street Youth Clinic 555 Cole St., SF, CA 94117 (415) 751-8181	
Health at Home 45 Onondaga St., SF, CA 94112 (415) 452-2100	Maternal/Child Health 333Valencia St. SF, CA 94103 (800) 300-9950	City Clinic (STD Clinic) 356 7th St., SF, CA 94103 (415) 487-5500	
Behavioral Health Services (BHS) Your BHS Program Site or Health Information Services 1380 Howard St., SF, CA 94103 (415) 255-3487	Jail Health Services Health Information Services 850 Bryant St., SF, CA 94103 (415) 553-1582	All other privacy concerns: DPH Compliance & Privacy Affairs 101 Grove St., Rm 5)) SF, CA 94102 (855)729-6040 (toll-free)	

Where to file a privacy complaint with the federal government

See how to file a health information privacy or security complaint: https://www.hhs.gov/hipaa/filing-a-complaint/complaint-process/index.html?language=es	For a faster response, use the online portal: Link to file a heath information privacy or security complaint online: https://ocrportal.hhs.gov/ocr/smartscreen/main.jsf
Address to mail a complaint: Centralized Case Management Operations U.S. Department of Health and Human Services 200 Independence Avenue, S.W. Room 509F HHH Bldg. Washington, D.C. 20201	