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 medical information. This notice applies to all the mental and physical health and health-related services we provide to you. If you have any questions about this notice, you may contact your Privacy Officer.

Understanding Your Health Information

Carilion Clinic is committed to protecting your privacy. We understand that medical information about you is highly personal and we are required by law to provide you with this notice to inform you of our legal duties and privacy practices with respect to your health information. This notice explains how Carilion Clinic may use and disclose your health information and how you can get access to this information. By signing your Eligible Patient Rights and Responsibilities form, you are agreeing to our practices as described in this notice of privacy practices.

We use and disclose medical information about you to provide treatment, receive payment for our services, and to bill for these services. We may also use and disclose information to carry out operations necessary to the efficient functioning of our health care organizations, which is necessary to our ability to provide quality health care to all of our patients. This notice describes your rights and responsibilities with respect to your health information.

We use and disclose medical information about you only as permitted by applicable laws and regulations. We will not sell your medical information without your written authorization, except as described in this notice.

This notice will remain in effect unless and until you request Carilion Clinic to change it and Carilion Clinic receives such written request that is satisfactory to Carilion Clinic.

Right To Request Amendment: If you believe that health information we have about you is incorrect or incomplete, you may ask us to amend the information that you believe is incorrect or incomplete. We may deny your request if it is not reasonably possible for us to locate and make the amendment. If we deny your request we will provide you with a detailed explanation of why the request was denied. You may have the opportunity to have such information included in any future disclosures of the information we make about you.

Right to Request Restrictions: You are entitled to request that your health information not be used or disclosed for purposes other than treatment, payment or health care operations, or to restrict disclosure to certain family members or a specific location. Carilion Clinic is required by law to use or disclose your health information only as you authorize. To make such a request in writing, send the request to Carilion Clinic’s Privacy Officer at (540) 981-7000 or privacy@carilionhealth.org. If you request a restriction, Carilion Clinic is required to honor your request unless it would causes Carilion Clinic to violate a law or regulation.

Right to Request a Copy of This Notice: Carilion Clinic is required by law to maintain your privacy and to provide you with a copy of this notice. Carilion Clinic is required to give you a copy of this notice when you receive services from Carilion Clinic.

Ambulatory Surgery Center is committed to protecting your privacy. We understand that medical information about you is highly personal and we are required by law to provide you with this notice to inform you of our legal duties and privacy practices with respect to your health information. This notice explains how we may use and disclose your health information and how you can get access to this medical information.

Your rights and responsibilities with respect to your health information may be summarized as follows:

Right To Request a Copy of This Notice: You have the right to request a copy of this notice from our facilities, and we will provide one to you without charge. There may be a cost associated with any copies you request in addition to this notice being provided to you at no charge. If you would like additional information or if you believe your privacy rights have been violated, you may contact your Privacy Officer or the auditor of our facilities.

Right to Make a Complain: If you believe that Carilion Clinic has violated your privacy rights, you may file a complaint with Carilion Clinic. You may file your complaint with Carilion Clinic, or with the Department of Health and Human Services Office for Civil Rights, or with the proper state Board.

Notices of Privacy Practices: Carilion Clinic is required by law to maintain the privacy of your health information and to provide you with this notice of its legal duties and privacy practices with respect to your health information.