



Susanville Indian Rancheria
Lassen Indian Health Center
795 Joaquin Street • Susanville, California • 96130
Phone: (530)257-2542 • Fax: (530)257-1101

Policies

We ask that if you are unable to make your appointment, you call and notify the front office as soon as possible. For most appointments we require 24-hour notice of cancellation as this gives us time to refill an open slot. If you have an appointment and do not cancel 24 hours in advance, it is considered a no show. If you are more than 10 minutes late (by our clock) this is also a no show. If you are marked as a no show you will be required to reschedule your appointment to another day, unless time permits. For each no show after the first, you will be required to pay a fee of \$25.00 due in full before any further appointments can be made.

- Dental walk in or emergency care patients must arrive in the clinic before 2:00pm and will only be seen if time permits. Patients with scheduled appointments have priority over emergency or walk in patients. Walk ins or emergency may not be seen if there is no time available that day.
- Children under the age of 18 years must be accompanied by a patient representative, guardian or agent.
- No texting or talking on cell phones while in the clinic. Cell phones must be turned off before entering the medical or dental areas.
- Patients may not have anyone accompany them to the dental operatory unless authorized by the treating dentist.
- All insurance information must be current. All copays are due at the time services are rendered. Patients are responsible for the remaining balance not paid by their insurance company. If dental lab fees are involved in your treatment, the lab fees must be paid before that specific treatment can be done. Pre-paid fee requirements will depend on your insurance coverage.
- Patients will be asked to update their contact information and insurance monthly. It is the patient's responsibility to notify Lassen Indian Health Center of any changes in your health history, address or insurance company.

Notice of Privacy Practice

Our *Notice of Privacy Practices* provides information about how we may use and disclose your protected healthcare information. We encourage you to read it in full. Our *Notice of Privacy Practices* is subject to change. If we change our notice, you may obtain a revised notice by contacting our organization at (530)257-2542, or by picking one up at the clinic, or asking for it to be mailed to you within 60 days of the revision. If you have any questions about our *Notice of Privacy Practices*, please contact:

Privacy Officer
Lassen Indian Health Center
795 Joaquin Street
Susanville CA 96130
(530)257-2542



Dental Materials Fact Sheet:

From the Dental Board of CA (1432 Howe avenue, Sacramento, California 95825)

www.dbc.ca.gov

What about the safety of filling materials?

Patient health and the safety of dental treatments are the primary goals of California's dental professionals and the dental board of California. The purpose of this fact sheet is to provide you with information concerning the risks and benefits of all the dental materials used in the restoration (filling) of teeth. The dental board of California is required by law* to make this dental materials fact sheet available to every licensed dentist in the state of California.

Your dentist, in turn, must provide this fact sheet to every new patient and all patients of record only once before beginning any dental filling procedure. As the patient or parent/guardian, you are strongly encouraged to discuss with your dentist the facts presented concerning the filling materials being considered for your particular treatment. * *business and professions code 1648.10-1648.20*

Allergic reactions to dental materials: Components in dental fillings may have side effects or cause allergic reactions, just like other materials we may come in contact with in our daily lives. The risks of such reactions are very low for all types of filling materials. Such reactions can be caused by specific components of the filling materials such as mercury, nickel, chromium, and/or beryllium alloys. Usually, an allergy will reveal itself as a skin rash and is easily reversed when the individual is not in contact with the material.

There are no documented cases of allergic reactions to composite resin, glass ionomer, resin ionomer, or porcelain. However there have been rare allergic responses reported with dental amalgam, porcelain fused to metal, gold alloys, and nickel or cobalt-chrome alloys. If you suffer from allergies, discuss these potential problems with your dentist before a filling material is chosen.

Toxicity of dental materials:

Dental amalgam

Mercury in its elemental form is on the state of California's proposition 65 list of chemicals known to the state to cause reproductive toxicity. Mercury may harm the developing brain of a child or fetus. Dental amalgam is created by mixing elemental mercury (43.54%) and an alloy powder (46-57%) composed mainly of silver, tin, and copper. This has caused discussion about the risks of mercury in dental amalgam. Such mercury is emitted in minute amounts as vapor. Some concerns have been raised regarding possible toxicity. Scientific research continues on the safety of dental amalgam. According to the centers for disease control and prevention, there is scant evidence that the health of the vast majority of people with amalgam is compromised.

The food and drug administration (FDA) and other public health organizations have investigated the safety of amalgam used in dental fillings. The conclusion: no valid scientific evidence has shown that amalgams cause harm to patients with dental restorations, except in rare cases of allergy. The world health organization reached a similar conclusion stating, "Amalgam restorations are safe and cost effective." A diversity of opinions exists regarding the safety of dental amalgams. Questions have been raised about its safety in pregnant women, children, and diabetics. However, scientific evidence and research literature in peer-reviewed scientific journals suggest that otherwise healthy women, children, and diabetics are not at an increased risk from dental amalgams in their mouths. The FDA places no restrictions on the use of dental amalgam.

Composite resin

Some composite resins include crystalline silica, which is on the state of California's proposition 65 list of chemicals known to the state to cause cancer. It is always a good idea to discuss any dental treatment thoroughly with your dentist.



Dental materials – advantages & disadvantages

Dental amalgam fillings are a self-hardening mixture of silver -tin-copper alloy powder and liquid mercury and are sometimes referred to as silver fillings because of the color. It is often used as a filling material and replacement for broken teeth

Advantages	Disadvantages
<ul style="list-style-type: none"> ♥ durable; long lasting ♥ wears well; holds up well to the forces of biting ♥ relatively inexpensive ♥ generally completed in one visit ♥ self-sealing; minimal-to-no shrinkage and resists leakage ♥ resistance to further decay is high, but can be difficult to find in early stages ♥ frequency of repair and replacement is low 	<ul style="list-style-type: none"> • refer to “what about the safety of filling materials” • gray colored, not tooth colored • may darken as it corrodes; may stain teeth over time • requires removal of some healthy tooth • in larger amalgam fillings, the remaining tooth may weaken and fracture • because metal can conduct hot and cold temperatures, there may be a temporary sensitivity to hot and cold. • contact with other metals may cause occasional, minute electrical flow repair portions of broken teeth.

Nickel or cobalt-chrome alloys are mixtures of nickel and chromium. They are a dark silver metal color and are used for crowns and fixed bridges and most partial denture frameworks.

Advantages	Disadvantages
<ul style="list-style-type: none"> ♥ good resistance to further decay if the restoration fits well ♥ excellent durability; does not fracture under stress ♥ does not corrode in the mouth ♥ minimal amount of tooth needs to be removed ♥ resists leakage because it can be shaped for a very accurate fit 	<ul style="list-style-type: none"> • is not tooth colored; alloy is a dark silver metal color • conducts heat and cold; may irritate sensitive teeth • can be abrasive to opposing teeth • high cost; requires at least two office visits and laboratory services • slightly higher wear to opposing teeth

Composite resin fillings are a mixture of powdered glass and plastic resin, sometimes referred to as white, plastic, or tooth-colored fillings. It is used for fillings, inlays, veneers, partial and complete crowns, or to replacement for broken teeth

Advantages:	Disadvantages:
<ul style="list-style-type: none"> ♥ strong and durable ♥ tooth colored ♥ single visit for fillings ♥ resists breaking ♥ maximum amount of tooth preserved ♥ small risk of leakage if bonded only to enamel ♥ does not corrode ♥ generally holds up well to the forces of biting depending on product used ♥ resistance to further decay is moderate and easy to find ♥ frequency of repair or replacement is low to moderate 	<ul style="list-style-type: none"> • refer to “what about the safety of filling materials” • moderate occurrence of tooth sensitivity; sensitive to dentist’s method of application • costs more than dental amalgam • material shrinks when hardened and could lead to further decay and/or temperature sensitivity • requires more than one visit for inlays, veneers, and crowns • may wear faster than dental enamel • may leak over time when bonded beneath the layer of enamel



Dental materials – advantages & disadvantages (continued)

Glass ionomer cement is a self-hardening mixture of glass and organic acid. It is tooth-colored and varies in translucency. Glass ionomer is usually used for small fillings, cementing metal and porcelain/metal crowns, liners, and temporary restorations.

Advantages

- ♥ reasonably good esthetics
- ♥ may provide some help against decay because it releases fluoride
- ♥ minimal amount of tooth needs to be removed and it bonds well to both the enamel and the dentin beneath the enamel
- ♥ material has low incidence of producing tooth sensitivity
- ♥ usually completed in one dental visit

Disadvantages

- cost is very similar to composite resin (which costs more than amalgam)
- limited use because it is not recommended for biting surfaces in permanent teeth
- as it ages, this material may become rough and could increase the accumulation of plaque and chance of periodontal disease
- does not wear well; tends to crack over time and can be dislodged

Resin-ionomer cement is a mixture of glass and resin polymer and organic acid that hardens with exposure to a blue light used in the dental office. It is tooth colored but more translucent than glass ionomer cement. It is most often used for small fillings, cementing metal and porcelain metal crowns and liners.

Advantages

- ♥ very good esthetics
- ♥ may provide some help against decay because it releases fluoride
- ♥ minimal amount of tooth needs to be removed and it bonds well to both the enamel and the dentin beneath the enamel
- ♥ good for non-biting surfaces
- ♥ may be used for short-term primary teeth restorations
- ♥ may hold up better than glass ionomer but not as well as composite
- ♥ good resistance to leakage
- ♥ material has low incidence of producing tooth sensitivity
- ♥ usually completed in one dental visit

Disadvantages

- cost is very similar to composite resin (which costs more than amalgam)
- limited use because it is not recommended to restore the biting surfaces of adults
- wears faster than composite and amalgam

Porcelain (ceramic) is a glass-like material formed into fillings or crowns using models of the prepared teeth. The material is tooth-colored and is used in inlays, veneers, crowns and fixed bridges.

Advantages

- ♥ very little tooth needs to be removed for use as a veneer; more tooth needs to be removed for a crown because its strength is related to its bulk (size)
- ♥ good resistance to further decay if the restoration fits well
- ♥ is resistant to surface wear but can cause some wear on opposing teeth
- ♥ resists leakage because it can be shaped for a very accurate fit
- ♥ the material does not cause tooth sensitivity

Disadvantages

- material is brittle and can break under biting forces
- may not be recommended for molar teeth
- higher cost because it requires at least two office visits and laboratory services

* The durability of any dental restoration is influenced not only by the material it is made from but also by the dentist's technique when placing the restoration. Other factors include the supporting materials used in the procedure and the patient's cooperation during the procedure. The length of time a restoration will last is dependent upon your dental hygiene, home care, and diet and chewing habits.



Patient Rights and Responsibilities

Access

- You have the right to good quality care and management of your pain
- Lassen Indian Health Center will care for you to the best of our ability

Dignity

- You have the right to effective assessment and management of your pain
- You have the right to medical and nursing services and to be treated with respect and receive competent care not matter your race, color, sex, religion, age, sexual preference, beliefs and country of birth, source of payment or kind of illness
- You have the right to medical and nursing treatment that avoids unnecessary physical and mental discomfort
- You have the right to make any reasonable request

Communication

- You have the right to full information in laymen's terms, concerning you diagnosis, treatment and prognosis, including information about benefits, alternative treatments, risks and possible complications. When it is not possible or medically advisable to give such information to you, the information shall be given on your behalf to your designee
- If you have a hearing or special problem or you speak another language, we will try to help you understand your care. If you do not speak english you shall have access, when possible, to an interpreter
- Except for emergencies, the physician must obtain the necessary informed consent prior to the start of any procedure or treatment or both
- You have the right to refuse, and a physician shall inform you of your right to refuse any drugs treatment or procedure within legal limits. If you refuse, you will be informed of the medical risks of the refusal
- You have the right to ask questions about information contained in your medical records in a timely manner. This facility shall provide you or your designee, upon request, access to all information contained in your medical records. Your physician may restrict your access to medical records. If your physician restricts your access to information in your medical records, your physician shall record the reasons in your medical records, and access shall be restricted only for a sound medical reason. Your designee may have access to the information in your medical records even if your attending physician restricts your access to those records.
- You have the right to know what facility rules and regulations apply to your conduct as a patient

Choice

- You have the right to participate in developing and implementing your plan of care.
- You have the right to help make decisions about your care and to be given clear information to make those decisions. You have the right to an advanced directive (ie. A living will, healthcare power of attorney, or advanced intruction for mental health treatment) and to expect that lassen indian health center will honor your wishes as the law permits
- You have the right to change your primary provider if other qualified providers are available



Resolution of complaints

- If you have a problem or conflict about your care, you have the right to talk to the clinic manager: **Debra Sokol, RN at (530)257-2542. Dental Director at (530)251-5188**, or request to speak to the **Chief Operating Officer, Jacqueline J. Bae, COO**: this will in no way affect your care or treatment
- If you wish to file a complaint you may submit written documents to **Debra Sokol, C/O Lassen Indian Health Center 795 Joaquin Street, Susanville, CA 96130**. Your concern will be handled promptly.

Privacy, confidentiality and security

- You have the right to receive care in a safe setting, free from all forms of abuse or harassment.
- It is your right to every consideration of your privacy concerning your own medical care program. Case discussion, consultation, examination, and treatment are considered confidential and should be conducted discreetly.
- It is your right to expect that we will do all we can to provide for your security and protect your personal privacy. Your healthcare will be discussed only with people involved in your care. You have the right to expect that all information about your care will be kept private unless you give permission, except as required by law.
- You have the right to request protective services. We will provide information at your request regarding agencies and services to meet your needs.
- You have the right to know the name or any physician, nurse or person who gives you care, and the purpose of that care.

Patient responsibilities

- Ask questions. You and your family are responsible for asking questions when you do not understand your care or what you are expected to do. Let your doctor or nurse know about any pain you may experience.
- Cooperate with staff giving care
- Be considerate of other patients
- Respect other patients' needs and desire for privacy
- Give complete details about past illnesses, stays in hospitals, allergies, medicines, present complaints, perceived risks to your care, and other matter relating to your health
- Tell the doctor or nurse about any changes in your health that you may experience.
- Let the doctor or nurses know if you think you cannot or will not follow your treatment plan. Be prepared to accept the consequences of your actions.
- Do not misuse Lassen Indian Health Center supplies and equipment. You are financially responsible for any loss or damage which you cause to Lassen Indian Health Center property.
- Keep Appointments. If you cannot, please notify the Lassen Indian Health Center at (530)257-2542 at least 24 hours in advance, or as soon as possible. Please keep in mind that with appropriate notice we may be able to utilize the visit spot that you vacated.
- Pay bills promptly to keep healthcare costs down. For clients who are fee for service, payment is expected for services rendered. Failure to maintain accounts may lead to loss of Lassen Indian Health Center privilege



LASSEN INDIAN HEALTH CENTER NOTICE OF PRIVACY PRACTICES

Effective Date: April 14, 2003

HIPAA

Health Insurance Portability and Accountability Act
PRIVACY RULE

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.

SUMMARY OF YOUR PRIVACY RIGHTS

1. Understanding Your Health Record/Information

Each time you visit Lassen Indian Health Center (LIHC) for services, a record of your visit is made. If you are referred by LIHC through the Contract Health Service (CHS) program, LIHC also keeps a record of your CHS visit. Typically, this record contains your symptoms, examination, test results, diagnoses, treatment, and a plan for future care. This information, often referred to as your health record, serves as a:

- Plan for your care and treatment
 - Communication source between health care professionals
 - Tool with which we can check results and continually work to improve the care we provide
 - Means by which Medicare, Medi-Cal or private insurance payers can verify the services billed
 - Tool for education of health care professionals
 - Source of information for public health authorities charged with improving the health of the people
 - Source of data for medical research, facility planning and marketing
 - Legal document that describes the care you receive
- Understanding what is in your health record and how the information is used to help you to:
- Ensure its accuracy
 - Better understand why others may review your health information
 - Make an informed decision when authorizing disclosures

2. Your Health Information Rights

Although your health record is the physical property of LIHC, the information belongs to you.

You have the right to:

- Inspect and receive a copy of your health records
- Request a restriction on certain uses and disclosures of your health information. For example, you may

ask that we not disclose your health information and or treatment to a family member. LIHC is not required to agree to your request; but if we do, we will comply with your request unless the information is needed to provide you with emergency services.

- Request a correction/amendment to your health record if you believe the health information we have about you is incorrect or incomplete, we may amend your record or include your statement of disagreement.
- Request confidential communications about your health information. You may ask that we communicate with you at a location other than your home or by a different means of communications such as telephone or mail.
- Receive a listing of certain disclosures LIHC has made of your health information upon request. This information is maintained for six years or the life of the record, whichever is longer.
- Revoke your written authorization to use or disclose health information. This does not apply to health information already disclosed or used or in circumstances where we have taken action on your authorization or the authorization was obtained as a condition of obtaining insurance coverage and the insurer has a legal right to contest a claim under the policy or the policy itself.
- Obtain a paper copy of the LIHC Notice of Privacy Practices upon request.



3. LIHC's Responsibilities

LIHC is required by law to:

- Maintain the privacy of your health information
- Inform you about our privacy practices regarding health information we collect and maintain about you
- Notify you if we are unable to agree to a requested restriction
- Accommodate reasonable requests you may have to communicate health information by alternative means or at alternative locations
- Honor the terms of this notice or any subsequent revisions of this notice

LIHC reserves the right to change its privacy practices and to make the new provisions effective for all protected health information it maintains. If LIHC makes any significant changes to this Notice, it will send you a copy within 60 days. LIHC also will post any revised Notice of Privacy Practices at public places in its health care facility, and you may also request a copy of the notice.

LIHC understands that health information about you is personal and is committed to protecting your health information. LIHC will not use or disclose your health information without your permission, except as described in this notice and as permitted by the Privacy Act.

4. How LIHC may use and disclose health information about you.

The following categories describe how we may use and disclose health information about you.

We will use and disclose your health information to provide your treatment.

For example: Your personal information will be recorded in your health record and used to determine the course of treatment for you. Your health care provider will document in your health record her/his instructions to members of your healthcare team. The actions taken will be recorded in your health record so your health care provider will know how you are responding to treatment.

If LIHC refers you to another health care facility under the Contract Health Service (CHS) program, LIHC may disclose your health information to that health care provider for treatment decisions.

If you are transferred to another facility for further care and treatment, LIHC may disclose information to that facility to enable them to know the extent of treatment you have received and other information about your condition.

Your health care provider(s) may give copies of your health information to others to assist in your treatment.

We will use and disclose your health information for payment purposes. For example: If you have private insurance, Medicare, or Medi-Cal coverage, a bill will be sent to your health plan for payment. The information on or accompanying the bill will include information that identifies you, as well as your diagnosis, procedures, and supplies used for your treatment.

If LIHC refers you to another health care provider under the Contract Health Service (CHS) program, LIHC may

disclose your health information with that provider for health care payment purposes.

We will use and disclose your health information for health care operations. For example: We may use your health information to evaluate your care and treatment outcomes with our quality improvement team. This information will be used to continually improve the quality and effectiveness of the services we provide. This includes health care services provided under Contract Health Services (CHS) program.

Business Associates: LIHC provides some healthcare services and related functions through the use of contracts with business associates. For example, LIHC may have contracts for billing. When these services are contracted, LIHC may disclose your health information to business associates so that they can perform their jobs. We require our business associates to protect and safeguard your health information in accordance with all applicable federal laws.

Directory: If you are awaiting an appointment at an LIHC facility, LIHC may use or disclose your name and location within our facility, for facility operations purposes, unless you notify us that you object to this information being used.

Notification: LIHC may use or disclose your health information to notify or assist in the notification of a family member, personal representative or other authorized person(s) responsible for your care, unless you notify us that you object.

Communication with Family: LIHC health providers may use or disclose your health information to others responsible for your care unless you object. For example, LIHC may provide your family members, other relatives, close personal friends or any other person you identify with health information which is relevant to that person's involvement with your care or payment of such care.

Interpreters: In order to provide you proper care and services, LIHC may use the services of an interpreter. This may require the use or disclosure of your personal health information to the interpreter.

Research: LIHC may use or disclose your health information for research purposes that has been approved by an LIHC Institutional Review Board (IRB) that has reviewed the research proposal and established protocols to ensure the privacy of your health information for research purposes based on your written authorization.

Uses and Disclosures about Decedents: LIHC may use or disclose health information about decedents to a coroner or medical examiner for the purpose of identifying a deceased person, determining a cause of death, or other duties as authorized by law. LIHC also may disclose health information to funeral directors consistent with applicable law as necessary to carry out their duties. In addition, LIHC may disclose protected health information about decedents where required under the Freedom of Information Act or otherwise required by law.

Organ Procurement Organizations: LIHC may use or disclose your health information to organ procurement organizations or other entities engaged in the procurement, banking, or transplantation of organs for the purpose of facilitating organ, eye or tissue donation and transplant.

Treatment Alternatives and Other Health-related Benefits and Services: LIHC may contact you to provide information about treatment alternatives or other types of health-related benefits and services that may be of interest to you. For example: we may contact you about the availability of new treatment or services for diabetes.

Appointment Reminders: LIHC may contact you with a reminder that you have an appointment for medical care at an LIHC facility or to advise you of a missed appointment.

Food and Drug Administration (FDA): LIHC may use or disclose your health information to the FDA in connection with an FDA-regulated product or activity. For example: we may disclose to the FDA information concerning adverse events involving food, dietary supplements, product defects or problems, and information needed to track FDA-regulated products or to conduct product recalls, repairs, replacements, or lookbacks (including locating people who have received products that have been recalled or withdrawn), or post marketing surveillance.

Workers Compensation: LIHC may use or disclose your health information for workers compensation purposes as authorized or required by law.

Public Health: LIHC may use or disclose your health information to public health or other appropriate government authorities as follows:

(1) LIHC may use or disclose your health information to government authorities that are authorized by law to

collect or receive such information for the purpose of preventing or controlling disease, injury, or disability, or conducting public health surveillance, investigations and interventions;

(2) LIHC may disclose your health information to government authorities that are authorized by law to receive reports of child abuse or neglect, and

(3) LIHC may disclose your health information to government authorities that are authorized by law to receive reports of other abuse, neglect, or domestic violence as required by law, or as authorized by law if LIHC believes it is necessary to prevent serious harm. Where authorized by law, LIHC may disclose your health information to an individual who may have been exposed to a communicable disease or may otherwise be at risk of contracting or spreading a disease or condition. In some situations (for example, if you are employed by LIHC) or if necessary to prevent or lessen a serious and imminent threat to the health and safety of an individual or the public, LIHC may disclose to your employer health information concerning a work-related illness or injury or a workplace-related medical surveillance.

Correctional Institution: If you are an inmate of a correctional institution, LIHC may use or disclose to the institution, health information necessary for your health and the health and safety of other individuals such as officers or employees or other inmates.

Law Enforcement: LIHC may use or disclose your health information for law enforcement activities as authorized by law or in response to a court of competent jurisdiction.

Members of Military: If you are a member of the military services including the Commissioned Corps of the United States Public Health Service, LIHC may use or disclose your health information if necessary to the appropriate military command authorities as authorized by law.

Health Oversight Authorities: LIHC may use or disclose your health information to health oversight agencies for activities authorized by law. These oversight activities include: investigations, audits, inspections and other actions. These are necessary for the government to monitor the health care system, government benefit programs, and entities subject to government regulatory programs and/or civil rights laws for which health information is necessary to determine compliance. LIHC is required by law to



disclose protected health information to the Secretary of Health & Human Services to investigate or determine compliance with the HIPAA privacy standards.

Compelling Circumstances: LIHC

may use or disclose your health information in certain other situations involving compelling circumstances affecting the health or safety of an individual. For example, in certain circumstances:

- (1) We may disclose limited protected health information where requested by a law enforcement official for the purpose of identifying or locating a suspect, fugitive, material witness or missing person
- (2) If you are believed to be a victim of a crime, a law enforcement official requests information about you and we are unable to obtain your agreement because of incapacity or other emergency circumstances, we may disclose the requested information if we determine that such disclosure would be in your best interests;
- (3) We may use or disclose protected health information as we believe is necessary to prevent or lessen a serious and imminent threat to the health or safety of a person;
- (4) We may use or disclose protected health information in the course of judiciary and administrative proceedings if required or authorized by law;
- (5) We may use or disclose protected health information to report a crime committed on LIHC health facility premises or when LIHC is providing emergency health care; and
- (6) We may make any other disclosures that are required by law.

Non Violation of this Notice: LIHC is not in violation of this Notice or the HIPAA Privacy Rule if any of its employees or its contractors (business associates) discloses protected health information under the following circumstances:

- Disclosures by Whistleblowers: If an LIHC employee or contractor (business associate) in good faith believes that LIHC has engaged in conduct that is unlawful or otherwise violates clinical and professional standards or that the care or services provided by LIHC has the potential of endangering one or more patients or members of the workplace or the public and discloses such information to:

- A Public Health Authority or Health Oversight Authority authorized by law to investigate or otherwise oversee the relevant conduct or conditions, or the suspected violation, or an appropriate health care accreditation organization for the purpose of reporting the allegation of failure to meet professional standards or misconduct by LIHC; or
- An attorney on behalf of the workforce member, or contractor (business associate) or hired by the workforce member or contractor (business associate) for the purpose of determining their legal options regarding the suspected violation.
- Disclosures by Workforce Member Crime Victims: Under certain circumstances, an LIHC workforce member (either an employee or contractor) who is a victim of a crime on or off the LIHC premises may disclose information about the suspect to law enforcement officials provided that:
 - The information disclosed is about the suspect who committed the criminal act.
 - The information disclosed is limited to identifying and locating the suspect.

HIPAA

Health Insurance Portability and Accountability Act
PRIVACY RULE

Any other uses and disclosures will be made only with your written authorization, which you may later revoke in writing at any time. (Such revocation would not apply where the health information already has been disclosed or used or in circumstances where LIHC has taken action in reliance on your authorization or the authorization was obtained as a condition of obtaining insurance coverage and the insurer has a legal right to contest a claim under the policy or the policy itself.)

To exercise your rights under this Notice, to ask for more information, or to report a problem, contact the Lassen Indian Health Center's Executive Director or Privacy Officer at:

Lassen Indian Health Center
795 Joaquin Street
Susanville, CA 96130
(530) 257-2542

If you believe your privacy rights have been violated, you may file a written complaint with the above individual(s) or the Secretary of Health and Human Services, U. S. Department of Health and Human Services, Washington, D.C. 20201. There will be no retaliation for filing a complaint.



LASSEN INDIAN HEALTH CENTER

Susanville Indian Rancheria Lassen Indian Health Center

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Health Record Retention Policy

Lassen Indian Health Center retains patient health records in compliance with all applicable federal and state rules and regulations including Title 22, HIPAA and HITECH.

SCOPE: This policy/procedure applies to all patient health records created and/or received by Lassen Indian Health Center in the course of its healthcare operations.

Procedure: Adult Health records are retained for seven (&) years after the last date that the services were provided. Health records for pediatric patients are retained for twenty-five (25) years.

The clinic has retained health records in electronic form since 06/03/2013. All applicable paper records are scanned and stored on a VistA Imaging Server as of 06/03/2013. This is considered the primary medical record, and paper records are no longer retained as primary records. The clinic maintains appropriate administrative, technical, and physical safeguards for protected health information.

Paper records were maintained exclusively prior to 5/22/06. Health records for medical records were moved offsite to Bay 2 Lassen Indian Health.

Once record retention requirements have been met, Lassen Indian Health Center health records are destroyed confidentially.

Medical Records Collection, Retention and Access in California

Lassen Indian Health Center adheres to the following:

- Ambulatory Surgery Data Collection, Health and Safety Code section 128737
- California Health and Safety Code section 123147
- California Medicaid Plan Requirements – Cal. Code Regs. tit. 22 section 53861
- Confidentiality of Medical Records Receiving Medical Assistance – Cal. Code Regs. tit. 22 section 51476
- Destruction of Records of Civil Proceedings – Cal. Code Regs. tit. 22 section 51476
- Documentation of Patient's Primary Language – Cal. Health and Safety Code section 123147
- Emergency Data Requirements – Cal. Health and Safety Code section 128736
- Enforcement for Patients Not Offered the Opportunity to Inspect patient Records – Cal. Health and Safety Code section 123147
- Inspection and Access to Patient Records and Related Material – Cal Health and Safety Code section 123110
- Medi-Cal Provider Maintenance and Availability of Records Requirements – Cal Code Regs. Tit 22 section 51476
- Medical Records Service Requirement For Hospitals – Cal. Code Regs. tit 22 section 70747