



Your Information. Your Rights. Our Responsibilities

What You Need to Know as a Resident

Effective July 1, 2026

This notice explains how we use and share your health information, and what choices you have. Please read it carefully. If you have questions, our staff is happy to help.

Your Rights as a Resident

You have the right to:

- Get a copy of your medical record (paper or electronic)
- Ask us to correct information in your record that you believe is wrong
- Ask us to contact you in a specific way or at a specific address
- Ask us to limit how we use or share your information
- Get a list of everyone we have shared your information with over the past 6 years
- Get a free copy of this privacy notice at any time
- Choose a trusted person (like a family member or legal guardian) to make decisions about your information on your behalf
- File a complaint if you believe your privacy rights have been violated — without fear of retaliation

These rights come from federal nursing facility regulations (42 CFR Part 483) and HIPAA. They are part of your protected resident rights.

How to Use Your Rights

Get or correct your medical record

Ask any staff member to help you request a copy of your medical records. We will get a copy of your medical records to you within 30 days. There may be a small, cost-based fee for copies. You can also ask us to correct health information about you that you think is incorrect or incomplete. To do so, please speak to the facility Administrator. We may say “no” to your request. If we disagree with a correction you request, we will explain why in writing within 60 days of your request.

Ask us to limit what we share

You can ask us not to share certain information. We will do our best to honor your request, though there may be situations (like a medical emergency) where we need to share your medical information to protect your care. If you pay for a service entirely out of pocket, you can ask us not to share that information with your insurer.

Get a list of those with whom we have shared your information

You can request a list (called an “accounting of disclosures”) covering the past 6 years. The first one each year is free. After that, there may be a small fee.

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 on your behalf. We will verify their authority before taking any action.

File a complaint

If you feel your privacy rights have been violated, you have two options:

- Contact our facility Administrator directly. You can call us at **570-323-8781** or mail a concern to **info@thewilliamsporthome.com**.
- File a complaint with the U.S. Department of Health and Human Services (HHS) Office for Civil Rights: call 1-877-696-6775 or visit <https://www.hhs.gov/hipaa/filing-a-complaint/index.html>.

We will never retaliate against you for filing a complaint.

Your Choices

For the situations below, you get to decide what we do with your information. Just let us know your preference, and we will follow it.

You can tell us to:

- Share information about your condition with family, close friends, or others involved in your care
- Share your information in a disaster relief situation
- Include your name in our facility directory

We will **NEVER** share your information for the following purposes without your written permission:

- Marketing or advertising
- Selling your information
- Most uses of psychotherapy notes

Fundraising

We may occasionally contact you about fundraising. You can always tell us not to contact you again, and we will honor that.

If you are unable to tell us your preference

If you are unconscious or otherwise unable to communicate, we may share your information if we believe it is in your best interest or necessary to prevent a serious threat to health or safety.

How We Use and Share Your Information

Here are the main ways we use your health information:

To provide your care

Your care team — including nurses, doctors, therapists, social workers, and contracted providers like pharmacy and lab services — shares your information to coordinate your treatment. For example, a doctor treating you for an injury asks another doctor about your overall health condition.

To run our facility

We use your information to manage your services, improve your care, and handle day-to-day facility operations. For example, we use health information about you to manage your treatment and services.

To bill for your services

We share information with your health insurance plan or other payers so your services can be billed and paid for. For example, we give information about you to your health insurance plan so it will pay for your services.

Other situations allowed or required by law

We may also share your information when required to:

- Help with public health and safety (such as reporting a disease outbreak or suspected abuse or neglect)
- Support medical research
- Help with product recalls or reporting adverse reactions to medications
- Report suspected abuse neglect, or domestic violence
- Comply with federal or state law
- Respond to organ donation requests
- Work with a coroner or funeral director after a death
- Assist health oversight agencies for activities authorized by law
- Respond to workers' compensation claims, law enforcement requests, or court orders

Substance use disorder records

If we have records about a substance use disorder, those records receive extra protection under federal law (42 CFR Part 2). We will not share them in any investigation or legal proceeding against you without either your written consent or a valid court order and subpoena.

Our Responsibilities

- We are required by law to keep your health information private and secure.
- We will notify you promptly if there is ever a breach that may have affected your information.

- We will follow the practices described in this notice.
- We will not use or share your information in ways not described here unless you give us written permission — and you can change your mind at any time.

How We Protect Your Information

In our facility, your privacy and confidentiality are part of your resident rights under federal nursing facility regulations (42 CFR Part 483), including your rights to dignity, respect, and participation in care. We protect your information by:

- Limiting record access to staff based on their role
- Securing both electronic and paper records
- Training all staff on HIPAA and confidentiality requirements
- Using your information only for treatment, payment, and care operations

Changes to This Notice

We may update this notice from time to time. Any changes will apply to all information we have about you. The new notice will be available upon request in our office and on our web site.

You will be asked to sign an acknowledgment confirming you received this notice when you are admitted, or as soon as reasonably practicable.

This notice aligns with Pennsylvania Department of Health requirements and the facility's Resident Rights and Grievance policies.

For more information: www.hhs.gov/ocr/privacy/hipaa/understanding/consumers/noticepp.html