

Finger Lakes Community Health Notice of Privacy Practices

Effective Date: [03/02/2026] | Last Updated: [03/02/2026]

IMPORTANT: Please read this notice carefully.

This notice applies to all protected health information we maintain about you, including information created before and after the effective date. It tells you your rights. It tells you how we use your health information. This notice tells you how we keep your health information private. You can ask for a copy of this notice at any time. It is free.

About Us

We are a Federally Qualified Health Center (FQHC). This means we receive money from the federal government to help us care for people in our community. Because of this, we follow special federal rules about your health information.

We are required by law to:

- Keep your health information private and secure
- Follow the rules in this notice
- Tell you if your information is ever shared without permission by mistake

We have the right to change our privacy rules. If we do, we will post the new notice in our office and on our website. The new rules will apply to all of the information that we have about you.

Questions? Contact Our Administrative Officer or the US Government

Administrative Officer: Lawreen Duel

Phone: 315-531-9102

Address: 14 Maiden Lane, Penn Yan, NY 14527

Email: Lawreen@flchealth.org

If you think your rights have been violated, you can also file a complaint with the U.S. Government:

U.S. Department of Health & Human Services, Office for Civil Rights

Phone: 1-800-368-1019 (free call) TTY: 1-800-537-7697

Website: www.hhs.gov/ocr/privacy/hipaa/complaints

Filing a complaint will NOT affect your care. We will not punish you for complaining.

Section 1: Your Rights

You have important rights about your health information. Here is what you can do:

See and Get Copies of Your Records

You can ask to see your medical records. You can also ask for a copy. You must make your request in writing. We will get back to you within 30 days. We may charge a small fee to cover the cost of making copies. If we need more time, we may take one additional 30-day extension. If we do, we will notify you in writing and explain the reason for the delay.

Ask Us to Fix Your Records

If you think something in your record is wrong or missing, you can ask us to fix it. You must make your request in writing. We will get back to you within 60 days. We may say no, but we will tell you why in writing.

Ask Us to Contact You a Certain Way

You can ask us to contact you in a way that works best for you. For example, you can ask us to only call your cell phone, or to send letters to a different address. We will try to honor your request.

Ask Us to Limit How We Share Your Information

You can ask us not to share certain parts of your health information. We do not always have to say yes. However, if you paid the full cost of a service yourself, (not through insurance) you can ask us not to share information about that particular service with your health insurance plan. We must honor that request.

Opt Out of Health Information Exchanges

We share records electronically with other doctors and hospitals to help with your care. This is done through networks called PRISMANet and Rochester RHIO. You can ask us to take you out of these systems. Just ask a staff member, and we will help you opt out.

Get a List of How Your Information Was Shared

You can ask us for a list of the times we shared your health information for reasons other than treatment, payment, or running our office. We can go back up to six years from the date you make your request. Ask us in writing, and we will provide the list within 60 days.

Get a Paper Copy of This Notice

You can ask for a paper copy of this notice at any time — even if you got it electronically. It is free.

Have Someone Speak for You

If someone is legally allowed to make decisions for you — like a parent, legal guardian, or someone with power of attorney — they can act on your behalf when asking about your records or rights.

Take Back a Permission You Gave Us

If you gave us written permission to share your information, you can take it back at any time by writing to us. After you take it back, we will stop sharing it. But we cannot take back shares that already happened.

Be Told If Your Information Is Exposed by Mistake

If something goes wrong and your health information is shared without permission it is considered a "breach" and we are required by law to tell you. We will notify you without unreasonable delay and no later than 60 days after we discover the breach.

File a Complaint

If you believe we have not protected your privacy rights, you can file a complaint by contacting our Privacy Officer (see contact box above). You can also complain to the U.S. Government (see contact box above). We will NOT punish you, deny you care, or treat you differently for filing a complaint.

Section 2: Your Choices

It is up to you how some of your information is used.

Sharing with Family and Friends

If you give us permission, we may share some of your information with family members or friends who help with your care. If there is an emergency or a disaster, we may share limited information to help find or care for you. We may also list your name in our facility directory. You can ask us not to do any of these things.

No Marketing or Sale of Your Information

We never sell your health information. We do not use your information for ads or marketing unless you give us written permission. We also do not sell, rent, or share patient phone numbers or contact lists with other companies for marketing.

Fundraising

Sometimes we may contact you to ask for donations to support our health center. You can ask us to stop at any time. We will respect your wishes.

Psychotherapy Notes

If you see a counselor or therapist here, notes from those sessions are stored separately and have extra protection. We will not share those notes without your written permission, except in very limited situations required by law.

Section 3: How We Use and Share Your Information

We use your health information every day to give you good care. Here are the main ways we use and share it:

To Treat You

We share your information with doctors, nurses, specialists, and other staff who are helping to care for you. For example, if your doctor sends you to see a specialist, we may send that specialist your records so they know your health history.

To Bill for Your Care

We share your information with your health insurance company to get paid for your care. For example, we may send your diagnosis and treatment information to your insurance company so they know what services you received.

To Run Our Health Center

We use your information to help us do our jobs well. For example, we review patient records to check the quality of our care, train our staff, and plan how to serve the community better. This is called "health care operations."

Federal Reporting Requirements (FQHC)

Because we are a Federally Qualified Health Center, we receive funding from the federal government. We are required to send general reports, such as how many patients we saw and what kinds of services we provided, to the Health Resources and Services Administration (HRSA). These reports do NOT include your name. They are used to show that we are doing our job and serving the community.

Public Health and Safety

We may share your information with public health agencies to help prevent disease, report injuries, or track health trends in our community. For example, we are required by law to report certain illnesses (like tuberculosis) to the health department.

Research

We may use your information for medical research, but only under strict rules that protect your privacy. Often, your name and personal details are removed before any research is done.

Legal and Government Requests

We may share your information if we are required to do so by law. This includes responding to court orders, government inspections, and legal processes. We only share what is needed and we follow the law carefully. When we share your information, we follow the "minimum necessary" rule. This means we only share the information that is needed for the specific purpose.

Law Enforcement

We may share your information with police or law enforcement in specific situations allowed by law, such as; when required by a court order or legal process; to help identify a suspect or missing person; if you are a victim of a crime; if a crime happened at our facility; or if there is an emergency involving a crime. We will only share the minimum information needed.

Military and National Security

If you are in the military, we may need to share your information with military command. We may also share it for national security purposes as required by law.

Organ Donation and Medical Examiners

If you pass away, we may share your information with organ donation organizations if that was your wish. We may also share information with a medical examiner or coroner as required by law.

Section 4: Special Protections for Certain Information

Some of your health information has extra protection under federal and New York State law. This means it is harder for us to share, even with other doctors, without your written permission.

Substance Use Disorder Treatment Records

If you receive treatment for drug or alcohol use at our health center, those records are protected by a special federal law (42 CFR Part 2). This law is stronger than regular HIPAA rules. We cannot share these records without your written consent, except in a medical emergency or when required by law. Even admitting that you are a patient in our substance use program requires your permission in most cases. Federal law also prohibits anyone who receives this information from re-disclosing it unless permitted by law.

HIV-Related Information

Your HIV status and any related test results have extra protection under New York State law (Public Health Law Article 27-F). We need your written permission to share this information in most cases.

Mental Health Records

Certain mental health records are protected under New York State law (Mental Hygiene Law and 10 NYCRR Section 27.9). These records may not be shared without special permission.

Services for Minors (Young People Under 18)

In New York, young people (under 18) can get certain health services on their own without a parent's permission. These include services related to reproductive health, mental health, and substance use. In some of these cases, a parent does NOT have the right to see that part of their child's record. We carefully follow New York State laws to determine when parents or guardians may or may not access a minor's health information.

Genetic Information

Both federal law and New York State law (Civil Rights Law Section 79-l) protect your genetic information. We will not share this information without your written permission.

Reproductive Health Information

Federal law gives extra protection to your reproductive health information, including information about abortion care, contraception, and fertility treatment. We will not share this information for reasons that could be used against you. In some situations, federal law requires the person requesting reproductive health information to provide a written statement confirming that the request is not for a prohibited purpose before we can release the information.

Section 5: Electronic Sharing of Your Records

We are part of two health information networks in New York State: PRISMANet and Rochester RHIO. These networks let us share your records electronically with other doctors and hospitals who are helping to care for you. This helps your care team have the information they need quickly and safely.

This sharing is allowed under New York Public Health Law (Article 29-D).

You can OPT OUT. If you do not want your records shared through these networks, just tell a staff member. We will remove you from the system. Opting out will not affect the care you receive from us.

Section 6: Our Responsibilities

We take our responsibility to protect your health information very seriously. Here is what we promise:

- We will keep your health information private and secure.
- We will follow the rules in this notice.
- We will notify you if your information is ever exposed or shared by mistake.
- We will only share your information in the ways described in this notice.
- We will never use or share your information in a way that is not described here without getting your written permission first.
- We will respect your rights as described in this notice.

Legal References

This notice is based on the following laws:

- HIPAA Privacy Rule (45 CFR Parts 160 and 164)
- 42 CFR Part 2 — Substance Use Disorder Records
- Section 330 of the Public Health Service Act — FQHC Requirements
- New York Public Health Law Article 27-F — HIV Information
- New York Mental Hygiene Law and 10 NYCRR Section 27.9 — Mental Health Records
- New York Public Health Law Article 29-D — Health Information Exchange
- New York Civil Rights Law Section 79-I — Genetic Information
- Federal Reproductive Health Privacy Protections (2024)