

80 B Veterans Blvd Pueblo of Acoma, New Mexico, 87034
PO Box 40 San Fidel New Mexico, 87049
Telephone (505) 552-5300 ~ Fax (505) 552-5478

Notice of Privacy Practices

Effective Date: August 1, 2025

Our Commitment to Your Privacy

Haak'u Health Center ("HHC") is a tribally operated 638 health facility. We respect your privacy and are committed to protecting your **Protected Health Information (PHI)**, which includes information about your health, care, and payment for services.

We follow:

- The Health Insurance Portability and Accountability Act (HIPAA)
- Applicable federal and tribal laws
- Tribal values and principles of respect, confidentiality, and care

How We May Use and Share Your Health Information (No Authorization Required)

We may use or share your PHI for the following purposes:

- **Treatment:** To provide and coordinate your health care, including sharing information with doctors, nurses, specialists, Indian Health Service (IHS), or other providers involved in your care.
- **Payment:** To bill and receive payment from health plans such as Medicare, Medicaid, private insurance, or Purchased/Referred Care (PRC).
- **Appointment Reminders:** we can contact you or send you a text to remind you of an upcoming appointment, Pharmacy refill reminder or event at HHC.
- **Health Care Operations:** For clinic operations such as quality improvement, training, audits, accreditation, and compliance activities.
- **Public Health and Safety:** To report diseases, injuries, or public health risks as required by law and to prevent serious threats to health or safety.
- **Health-Related Benefits and Services:** We may contact you about benefits or services that we provide or can benefit you or your family.
- **Health Oversight and Legal Requirements:** For audits, investigations, inspections, or legal processes as required by law, with respect for tribal sovereignty when applicable.
- **Other Allowed Uses:** Including organ donation, workers' compensation claims, FDA reporting, and other uses permitted by law.

We limit uses and disclosures to the **minimum necessary** information when required.

Your Rights

You have the right to:

- **Access and Copies:** Review or obtain copies of your medical records
- **Amendments:** Request corrections to your records
- **Restrictions:** Request limits on how your information is used or shared
- **Confidential Communications:** Request contact by alternative means or locations
- **Accounting of Disclosures:** Receive a list of certain disclosures
- **Breach Notification:** Be informed if your information is compromised
- **Complaints:** File a complaint without fear of retaliation

Our Responsibilities

We are required to:

- Protect the privacy and security of your PHI
- Notify you of any breach of unsecured PHI
- Provide this notice and follow its terms
- Update this notice when practices change

This notice is available at registration, upon request, and on our website at www.haakuhealth.org.

Contact Information

If you have questions or wish to exercise your rights, contact:

Privacy Officer:

Haak'u Health Center
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Fax: (505) 552-5478

You may also file a complaint with the U.S. Department of Health and Human Services Office for Civil Rights.