



Changes to this Notice

We reserve the right to change our privacy practices. Anytime changes occur, we will mail a revised "Notice" to the address OCES has on file for you.

Complaints

If you believe your privacy rights have been violated, you can file a complaint with OCES or with the Secretary of Health and Human Services in Washington D.C. All complaints are investigated. There will be no retaliation for filing a complaint.

Questions

If you have questions or would like additional information about OCES' privacy practices, please contact our ASAP Programs Director.

Service Area

Abington, Avon, Bridgewater, Brockton, Carver, Duxbury, East Bridgewater, Easton, Halifax, Hanover, Hanson, Kingston, Lakeville, Marshfield, Middleboro, Pembroke, Plymouth, Plympton, Rockland, Stoughton, Wareham, West Bridgewater & Whitman



 **Old Colony Elder Services**

144 Main Street
Brockton, MA 02301
508-584-1561
TTY: 508-587-0280
Fax: 508-897-0031

www.ocesma.org
www.800ageinfo.com

1-800-Age-Info (1-800-243-4636)

Services are available in many languages!

OCES and its programs are funded in part by contracts with the Executive Office of Elder Affairs.

Notice of Consumer Rights & Privacy Practices



Providing services to the community since 1974



OCES aspires to welcome everyone without exception! Whether you are looking for help or are interested in helping others, we are here to support you.



Information About You

OCES keeps a record of all communication between our agency and anyone associated with your care. This includes each time a member of OCES' staff visits you, contacts you or speaks with someone else on your behalf. Typically, this documentation contains personal information such as name, address, date of birth, medical information and names of providers involved in your care.

OCES uses this information to:

- help plan for your care and services
- communicate with organizations delivering your services
- maintain a legal document describing the care and services you receive

Your Right to Privacy

Under the Health Insurance Portability and Accountability Act (HIPAA) and Massachusetts General Laws, OCES is required to maintain the privacy of your health and personal identification information. This “Notice of Consumer Rights and Privacy Practices” describes how OCES keeps and uses information about you.

Your Rights

Although your health and services record is the physical property of OCES, the information in it belongs to you. You have the right to:

- request that we limit how your information is used or disclosed
- inspect and copy your record (at your expense)
- request that we amend your record (e.g., correct, update or add information)
- request an accounting of the disclosures, regarding your health and services information, made to others
- request that we use a specific telephone number or address to communicate with you
- withdraw your consent to use or disclose health and services information, excluding information that has already been shared

Our Responsibilities

OCES is required by law to:

- maintain the privacy of your health and personal identification
- provide you with this “Notice of Consumer Rights and Privacy Practices”
- abide by all terms of this “Notice” that are currently in effect

OCES is permitted or may be required to share your health information with:

- contracted providers
- the Division of Medical Assistance (MassHealth)
- the Executive Office of Elder Affairs
- insurance providers directly related to your care
- family members, legal representatives or other persons you identify as taking part in your care
- other health care providers should emergency care be required
- public health or federal organizations charged with preventing or controlling disease, injury or disability

OCES will:

- report abuse, neglect or exploitation
- share information with law enforcement or emergency responders in order to avoid or alleviate a serious threat to safety
- respond to a valid subpoena
- provide data for the purposes of approved research without disclosing personal identifying information