**North Hays County EMS - Notice of Privacy Practices**  
**Effective Date: March 2025**

**Your Privacy Matters to Us  
We value your privacy. This notice explains how we protect your health information and your rights. We follow federal HIPAA laws and Texas HB 300 to safeguard your privacy.**

**How We Use and Share Your Information  
We use and share your PHI for:**

* **Treatment: To provide and coordinate your medical care.**
* **Payment: To bill your insurance or responsible party.**
* **Improving Our Services: To ensure quality care and compliance with regulations.**
* **Legal and Public Safety Requirements: To comply with laws and public health regulations.**
* **Emergency Situations: To ensure patient and public safety.**

**Your Rights**

* **Request and receive a copy of your PHI within 15 days (per Texas HB 300).**
* **Ask for corrections to your records.**
* **Request limits on how we share your PHI.**
* **Choose how we communicate with you about your PHI.**
* **Get a list of certain disclosures of your PHI.**
* **File a Complaint if you believe your rights have been violated. We will not retaliate against you.**

**How to File a Complaint If you believe your privacy rights have been violated, you may file a complaint with North Hays County EMS or with the U.S. Department of Health and Human Services (HHS). Complaints must be submitted in writing and will be handled confidentially.**

* **To file a complaint with North Hays County EMS, contact our HIPAA Privacy Officer at:**
  + **Robert Franco, EMT-P**
  + ***Battalion Chief of Operations***
  + **North Hays County EMS**
  + **1 Heritage Oaks Dr, Austin, TX 78737**
  + **512-917-6181**
  + [**robert.franco@northhaysems.org**](mailto:robert.franco@northhaysems.org)
* **To file a complaint with HHS, visit** [**www.hhs.gov/ocr/privacy**](https://www.hhs.gov/ocr/privacy) **or send a written complaint to:**
  + **U.S. Department of Health & Human Services**
  + **Office for Civil Rights**
  + **200 Independence Avenue, S.W.**
  + **Washington, D.C. 20201**
  + **1-800-368-1019**

**North Hays County EMS will not retaliate against anyone filing a complaint.  
You have the right to:**

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* **Ask for corrections to your records.**
* **Request limits on how we share your PHI.**
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**Business Associates To provide billing and administrative services, we may share your PHI with our third-party billing provider and other business associates that help us operate. These entities are required by law to safeguard your PHI and comply with HIPAA regulations.**

**Our Responsibilities**

* **Protect your PHI as required by law.**
* **Notify you in case of a PHI breach.**
* **Follow the terms of this notice.**

**This notice may change. The latest version is available upon request and on our website.**