



- Our residents are not allowed to keep any over-the-counter medications in their room. Unfortunately, this includes many items such as Tylenol, Aspirin, Ibuprofen, nasal sprays, eye drops, medicated creams, or ointments, etc.
- If your loved one is on a secure unit, we ask that you bring no glass items. This includes glass within a picture frame and/or breakable décor.
- If your loved one is on a secure unit, they may not keep any items that say "keep out of reach of children" in their room as well. These items are kept behind the nurse's station and brought out by our staff as the resident needs the items.

OTHER ITEMS NOT ALLOWED IN ROOM

- Extension cords
- Multiple outlets that plug into the existing outlets
- Rugs, hot plates, microwave, coffee maker, heating pad

ALLOWABLE ITEMS

- Small refrigerators
- Room décor (pictures for the walls, clocks, etc.)
- Small chair, lift recliner, or standard recliner for the room
- Personal bedding
- Food items stored in sealed containers

If you have a question regarding an item for your loved one, our staff would be glad to assist you.



Our website at www.craigheadcnc.org allows families to send an email to their loved ones.

These emails are hand delivered daily by our activity staff and are a wonderful way to let your loved one know you are thinking of them.



5101 Harrisburg Rd
Jonesboro AR 72404
www.craigheadcnc.org
870.933.4535
Admin2@craigheadcnc.org

Your Information. Your Rights. Our Responsibilities.

This notice describes how medical information about you may be used and disclosed and how you can get access to this information. **Please review it carefully.**

Your Rights

You have the right to:

- Get a copy of your paper or electronic medical record
- Correct your paper or electronic medical record
- Request confidential communication
- Ask us to limit the information we share
- Get a list of those with whom we've shared your information
- Get a copy of this privacy notice
- Choose someone to act for you
- File a complaint if you believe your privacy rights have been violated

Your Choices

You have some choices in the way that we use and share information as we:

- Tell family and friends about your condition
- Provide disaster relief
- Include you in a hospital directory
- Provide mental health care
- Market our services and sell your information
- Raise funds

Our Uses and Disclosures

We may use and share your information as we:

- Treat you
- Run our organization
- Bill for your services
- Help with public health and safety issues
- Do research
- Comply with the law
- Respond to organ and tissue donation requests
- Work with a medical examiner or funeral director
- Address workers' compensation, law enforcement, and other government requests
- Respond to lawsuits and legal actions

To the extent that we have your substance use disorder patient records, subject to 42 CFR part 2, we will not share that information for investigations or legal proceedings against you without (1) your written consent or (2) a court order and a subpoena.

Your Rights

When it comes to your health information, you have certain rights. This section explains your rights and some of our responsibilities to help you.

Get an electronic or paper copy of your medical record

- You can ask to see or get an electronic or paper copy of your medical record and other health information we have about you. Ask us how to do this.
- We will provide a copy or a summary of your health information, usually within 30 days of your request. We may charge a reasonable, cost-based fee.

Ask us to correct your medical record

- You can ask us to correct health information about you that you think is incorrect or incomplete. Ask us how to do this.
- We may say “no” to your request, but we’ll tell you why in writing within 60 days.

Request confidential communications

- You can ask us to contact you in a specific way (for example, home, office, or cell phone) or to send mail to a different address.
- We will say “yes” to all reasonable requests.

Ask us to limit what we use or share

- You can ask us not to use or share certain health information for treatment, payment, or our operations. We are not required to agree to your request, and we may say “no,” for example, if it could affect your care. If we agree to your request, we may still share this information in the event that you need emergency treatment.
- If you pay for a service or health care item out-of-pocket in full, you can ask us not to share that information for the purpose of payment or our operations with your health insurer. We will say “yes” unless a law requires us to share that information.

Get a list of those with whom we’ve shared information

- You can ask for a list (accounting) of the times we’ve shared your health information for six years prior to the date you ask, who we shared it with, and why.
- We will include all the disclosures except for those about treatment, payment, and health care operations, and certain other disclosures (such as any you asked us to make). We’ll provide one accounting a year for free but will charge a reasonable, cost-based fee if you ask for another one within 12 months.

Get a copy of this privacy notice

You can ask for a paper copy of this notice at any time, even if you have agreed to receive the notice electronically. We will provide you with a paper copy promptly.

Choose someone to act for you

- If someone has authority to act as your personal representative, such as if someone has your medical power of attorney or if someone is your legal guardian, that person can exercise your rights and make choices about your health information.
- We will make sure the person has this authority and can act for you before we take any action.

File a complaint if you feel your rights are violated

- You can complain if you feel we have violated your rights by contacting us using the information on page 1.
- You can file a complaint with the U.S. Department of Health and Human Services Office for Civil Rights by sending a letter to 200 Independence Avenue, S.W., Washington, D.C. 20201, calling 1-877-696-6775, or visiting <https://www.hhs.gov/hipaa/filing-a-complaint/index.html>.
- We will not retaliate against you for filing a complaint.

Your Choices

For certain health information, you can tell us your choices about what we share. If you have a clear preference for how we share your information in the situations described below, talk to us. Tell us what you want us to do, and we will follow your instructions.

In these cases, you have both the right and choice to tell us to:

- Share information with your family, close friends, or others involved in your care or payment for your care
- Share information in a disaster relief situation
- Include your information in a hospital directory

If you are not able to tell us your preference, for example if you are unconscious, we may go ahead and share your information if we believe it is in your best interest. We may also share your information when needed to lessen a serious and imminent threat to health or safety.

In these cases we never share your information unless you give us written permission:

- Marketing purposes
- Sale of your information
- Most sharing of psychotherapy notes

In the case of fundraising:

- We may contact you for fundraising efforts, but you can tell us not to contact you again.

If we have your substance use disorder patient records, subject to 42 CFR part 2, we will give you clear and obvious notice in advance and a choice about whether to receive fundraising communications that use your Part 2 information.

Our Uses and Disclosures

How do we typically use or share your health information?

We typically use or share your health information in the following ways.

Treat you

We can use your health information and share it with other professionals who are treating you.

Example: A doctor treating you for an injury asks another doctor about your overall health condition.

Run our organization

We can use and share your health information to run our practice, improve your care, and contact you when necessary.

Example: We use health information about you to manage your treatment and services.

Bill for your services

We can use and share your health information to bill and get payment from health plans or other entities.

Example: We give information about you to your health insurance plan so it will pay for your services.

How else can we use or share your health information?

We are allowed or required to share your information in other ways - usually in ways that contribute to the public good, such as public health and research. We have to meet many conditions in the law before we can share your information for these purposes.

In all cases, including those listed below, if we have substance use disorder patient records about you, subject to 42 CFR part 2, we cannot use or share information in those records in civil, criminal, administrative, or legislative investigations or proceedings against you without (1) your consent or (2) a court order and a subpoena.

Help with public health and safety issues

We can share health information about you for certain situations such as:

- Preventing disease
- Helping with product recalls
- Reporting adverse reactions to medications
- Reporting suspected abuse, neglect, or domestic violence
- Preventing or reducing a serious threat to anyone's health or safety

Do research

We can use or share your information for health research.

Comply with the law

We will share information about you if state or federal laws require it, including with the Department of Health and Human Services if it wants to see that we're complying with federal privacy law.

Respond to organ and tissue donation requests

We can share health information about you with organ procurement organizations.

Work with a medical examiner or funeral director

We can share health information with a coroner, medical examiner, or funeral director when an individual dies.

Address workers' compensation, law enforcement, and other government requests

We can use or share health information about you:

- For workers' compensation claims
- For law enforcement purposes or with a law enforcement official
- With health oversight agencies for activities authorized by law
- For special government functions such as military, national security, and presidential protective services

Respond to lawsuits and legal actions

- We can share health information about you in response to a court or administrative order, or in response to a subpoena.

Our Responsibilities

- We are required by law to maintain the privacy and security of your protected health information.
- We will let you know promptly if a breach occurs that may have compromised the privacy or security of your information.
- We must follow the duties and privacy practices described in this notice and give you a copy of it.
- We will not use or share your information other than as described in this notice unless you tell us we can in writing. If you tell us we can, you may change your mind at any time. Let us know in writing if you change your mind.

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

Changes to the Terms of this Notice

We can change the terms of this notice, and the 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.

Other Instructions for Notice

- Effective 08/01/2026
- Privacy Official: Kara Davis, Assistant Administrator
- We never market or sell personal information

CRAIGHEAD NURSING CENTER

5101 Harrisburg Road
Jonesboro, Arkansas 72404
870-933-4535

Your Rights and Protections as a Nursing Home Resident

What are my rights in a nursing home?

As a nursing home resident, you have certain rights and protections under Federal and state law that help ensure you get the care and services you need. You have the right to be informed, make your own decisions, and have your personal information kept private.

The nursing home must tell you about these rights and explain them in writing in a language you understand. They must also explain in writing how you should act and what you're responsible for while you're in the nursing home. This must be done before or at the time you're admitted, as well as during your stay. You must acknowledge in writing that you got this information.

At a minimum, Federal law specifies that nursing homes must protect and promote the following rights of each resident. You have the right to:

- **Be Treated with Respect:** You have the right to be treated with dignity and respect, as well as make your own schedule and participate in the activities you choose. You have the right to decide when you go to bed, rise in the morning, and eat your meals.
- **Participate in Activities:** You have the right to participate in an activities program designed to meet your needs and the needs of the other residents.
- **Be Free from Discrimination:** Nursing homes don't have to accept all applicants, but they must comply with Civil Rights laws that say they can't discriminate based on race, color, national origin, disability, age, or religion. The Department of Health and Human Services, Office for Civil Rights has more information. Visit <http://www.hhs.gov/ocr>.
- **Be Free from Abuse and Neglect:** You have the right to be free from verbal, sexual, physical, and mental abuse. Nursing homes can't keep you apart from everyone else against your will. If you feel you have been mistreated (abused) or the nursing home isn't meeting your needs (neglect), report this to the nursing home, your family, your local Long-Term Care Ombudsman, or State Survey Agency. The nursing home must investigate and report all suspected violations and any injuries of unknown origin within 5 working days of the incident to the proper authorities.
- **Be Free from Restraints:** Nursing homes can't use any physical restraints (like side rails) or chemical restraints (like drugs) to discipline you for the staff's own convenience.
- **Make Complaints:** You have the right to make a complaint to the staff of the nursing home, or any other person, without fear of punishment. The nursing home must address the issue promptly.

- **Get Proper Medical Care:** You have the following rights regarding your medical care:
 - To be fully informed about your total health status in a language you understand.
 - To be fully informed about your medical condition, prescription and over-the-counter drugs, vitamins, and supplements.
 - To be involved in the choice of your doctor.
 - To participate in the decisions that affects your care.
 - To take part in developing your care plan. By law, nursing homes must develop a care plan for each resident. You have the right to take part in this process. Family members can also help with your care plan with your permission.
 - To access all your records and reports, including clinical records (medical records and reports) promptly (on weekdays). Your legal guardian has the right to look at all your medical records and make important decisions on your behalf.
 - To express any complaints (sometimes called “grievances”) you have about your care or treatment.
 - To create advance directives (a health care proxy or power of attorney, a living will, after-death wishes) in accordance with State law.
 - To refuse to participate in experimental treatment.

- **Have Your Representative Notified:** The nursing home must notify your doctor and, if known, your legal representative or an interested family member when the following occurs:
 - You’re involved in an accident and are injured and/or need to see a doctor.
 - Your physical, mental, or psychosocial status starts to get worse.
 - You have a life threatening condition.
 - You have medical complications.
 - Your treatment needs to change significantly.
 - The nursing home decides to transfer or discharge you from the nursing home.

- **Get Information on Services and Fees:** You have the right to be told in writing about all nursing home services and fees (those that are charged and not charged to you) before you move into the nursing home and at any time when services and fees change. In addition:
 - The nursing home can’t require a minimum entrance fee if your care is paid for by Medicare or Medicaid.
 - For people seeking admission to the nursing home, the nursing home must tell you (both orally and in writing) and also display written information about how to apply for and use Medicare and Medicaid benefits.
 - The nursing home must also provide information on how to get a refund if you paid for an item or service, but because of Medicare and Medicaid eligibility rules, it’s now considered covered.

- **Manage Your Money:** You have the right to manage your own money or to choose someone you trust to do this for you. In addition:

- If you deposit your money with the nursing home or ask them to hold or account for your money, you must sign a written statement saying you want them to do this.
 - The nursing home must allow you access to your bank accounts, cash, and other financial records.
 - The nursing home must have a system that ensures full accounting for your funds and can't combine your funds with the nursing home's funds.
 - The nursing home must protect your funds from any loss by providing an acceptable protection, such as buying a surety bond.
 - If a resident with a fund dies, the nursing home must return the funds with a final accounting to the person or court handling the resident's estate within 30 days.
- **Get Proper Privacy, Property, and Living Arrangements:** You have the following rights:
 - To keep and use your personal belongings and property as long as they don't interfere with the rights, health, or safety of others.
 - To have private visits.
 - To make and get private phone calls.
 - To have privacy in sending and getting mail and email.
 - To have the nursing home protect your property from theft.
 - To share a room with your spouse if you both live in the same nursing home (if you both agree to do so).
 - The nursing home has to notify you before your room, or your roommate is changed and should take your preferences into account.
 - To review the nursing home's health and fire safety inspection results.
- **Spend Time with Visitors:** You have the following rights:
 - To spend private time with visitors.
 - To have visitors at any time, as long as you wish to see them, as long as the visit does not interfere with the provision of care and privacy rights of other residents.
 - To see any person who gives you help with your health, social, legal, or other services may at any time. This includes your doctor, a representative from the health department, and your Long-Term Care Ombudsman, among others.
- **Get Social Services:** The nursing home must provide you with any needed social services, including the following:
 - Counseling.
 - Help solving problems with other residents.
 - Help in contacting legal and financial professionals.
 - Discharge planning.
- **Leave the Nursing Home:**
 - **Leaving for visits:** If your health allows, and your doctor agrees, you can spend time away from the nursing home visiting family or friends during the day or overnight, called a "leave of absence." Talk to the nursing home staff a few days ahead of time so the staff has time to prepare your medicines and write your instructions. **Caution:** If your nursing home care is covered by certain health insurance, you may not be able to leave for visits without losing your coverage.
 - **Moving out:** Living in a nursing home is your choice. You can choose to move to another place. However, the nursing home may have a policy that requires you to tell them before you plan to leave. If you don't, you may have to pay an extra fee.

- **Have Protection Against Unfair Transfer or Discharge:** You can't be sent to another nursing home, or made to leave the nursing home, unless any of the following are true:
 - It's necessary for the welfare, health, or safety of you or others.
 - Your health has improved to the point that nursing home care is no longer necessary.
 - The nursing home hasn't been paid for services you got.
 - The nursing home closes.

You have the following rights:

 - You have the right to appeal a transfer or discharge to the State.
 - The nursing home can't make you leave if you're waiting to get Medicaid.
 - Except in emergencies, nursing homes must give a 30-day written notice of their plan and reason to discharge or transfer you.
 - The nursing home has to safely and orderly transfer or discharge you and give you proper notice of bed-hold and/or readmission requirements.

- **Form or Participate in Resident Groups:** You have a right to form or participate in a resident group to discuss issues and concerns about the nursing home's policies and operations. Most homes have such groups, often called "resident councils." The home must give you meeting space and must listen to and act upon grievances and recommendations of the group.

- **Have Your Family and Friends Involved:** Family and friends can help make sure you get good quality care. They can visit and get to know the staff and the nursing home's rules. Family members and legal guardians may meet with the families of other residents and may participate in family councils, if one exists. Family members can help with your care plan with your permission. If a family member or friend is your legal guardian, he or she has the right to look at all medical records about you and make important decisions on your behalf.

CRAIGHEAD NURSING CENTER

SMOKE-FREE POLICY



It is the policy of Craighead Nursing Center to provide a safe clean and healthy environment for the residents of the facility.

Tobacco smoke has been determined to cause health problems to the smoker of tobacco products as well as other persons in the area. Also, we desire to provide a living area for our residents and a work area for employees that are free from undesirable odors.

It is the policy of Craighead Nursing Center to prohibit smoking, vaping, and use of smokeless tobacco inside the facility.

BED HOLD POLICY

When a resident wishes to go out overnight there is no change in the charge for the room.

Medicaid Recipients

Residents who are recipients of the Arkansas Medicaid Program may go out "overnight" for up to 14 days and Medicaid continues to pay for their room. If a Medicaid recipient is "hospitalized", Medicaid will continue to pay the regular amount for five days to "hold" the bed. If the resident is not ready to return to Craighead Nursing Center within this five-day period, the resident becomes responsible to pay for their room until he/she is ready to return to the facility. The charge to hold the bed beyond the five days paid for by Medicaid is equal to the rate paid by Medicaid. This amount must be paid in advance any unused portions will be refunded or credited to the resident's account. The room is normally to be considered as occupied by the resident as long as their personal belongings remain in the room and charges for the room will be made accordingly. If a Medicaid recipient elects not to pay the charge to reserve the bed after the five days paid for by Medicaid, he/she may be discharged. If requested, he/she will be considered for re-admission to Craighead Nursing Center when the next comparable bed becomes available.

Non Medicaid Recipients

Residents not recipients of the Arkansas Medicaid Program may go out overnight at will and for as many days as desired. The regular charge will remain in effect and the bed will be reserved if payment is received in advance. If hospitalization is required, the regular charge will be made for the days of hospitalization in order to hold the bed. All payment for care as well as "bed hold" shall be made in advance. There will be no "bed holds" without advance payments. All payments are due on the first day of the month and become past due on the 10th of the month. Residents whose accounts are past due are subject to being discharged from Craighead Nursing Center unless special arrangements for payments are made.

Medicare/Managed Care Recipients

Residents who admit for skilled care services

Any questions or clarifications shall be directed to the Administrator.

CRAIGHEAD NURSING CENTER

RESIDENT ROOM ASSIGNMENT POLICY

Craighead Nursing Center has an aggressive policy to protect the rights of each resident admitted to our facility. It is difficult at times to make room assignments that are satisfactory to all people involved. The primary concern of the staff is to have residents to be in an environment that encourages them to be as active as their physical and mental health permits.

In our attempt to provide a pleasant, protected environment for all residents, we find it advantageous to group the residents into two general groups. In the south area we intend to have people who do not create undue disturbances in the lives of the other residents. In the north area is a group that due to their mental and/or emotional health may at times be unable to control their actions and behavior and may create disturbances in the lives of others. At times it is difficult for the staff to recommend changes in room assignments based on the resident being emotionally disturbed or being an undue disturbance to others, but we feel this is the best approach in meeting the needs of all the residents.

Residents are admitted to Craighead Nursing Center on the condition that they will receive fair consideration in room assignment. However, the decision for appropriate placement is with the Resident Care Committee of the Craighead Nursing Center.



DINING AREA POLICY

It is the policy of Craighead Nursing Center to provide a pleasant, quiet, and safe environment for our residents to enjoy their mealtime. It is the goal of Craighead Nursing Center to provide the residents with attractive, well-balanced meals served in the most efficient way possible.

Due to limited space in our dining areas and to provide a more efficient meal service and less distractions for our residents, we must limit each resident to one family member or guest in the dining areas during mealtimes.

The staff of Craighead Nursing Center will be happy to have the residents' meal tray delivered to their room, if you wish to have more than one family member present during mealtime. You will need to notify the charge nurse in advance if you wish to have the meal served in the room.

BARBER/BEAUTY SHOP SERVICES

The Craighead Nursing Center provides a barber/beauty shop for use by the residents of the center. We have arranged for a licensed person to come in and provide barber/beauty shop services for our residents.

All questions and special requests regarding these services should be directed to our Social Director. The beauty shop is intended to provide a service to our residents to improve their self-esteem and interest in life.

The barber/beautician will bill the resident or responsible person for the services provided. The shop area and utilities are provided by the Craighead Nursing Center at no charge.

The charges are (effective 2/1/24):

Shampoo and Set	\$15.00
Hair Cut (Women)	\$20.00
(\$5.00 for extra length and thickness may apply)	
Women Haircut with Style	\$30.00
Color (Includes cut/style)	\$50.00
Permanent (includes cut/set)	\$60.00
Hair Cut (Men)	\$12.00
Beard Trim	\$5.00

Residents who prefer to have someone else beside the beautician designated by the Center to provide these services may do so by making reservations for the use of the beauty shop at a time it is not in use. These reservations are to be made with the Social Director.



Craighead Nursing Center
Jonesboro, AR 72404
Policy for Gratuities

It is the policy of the Craighead Nursing Center to ensure equal quality care to all residents. To assist in maintaining the equality of our staff is not permitted to accept any gratuities or favors from the residents, their families, or friends.

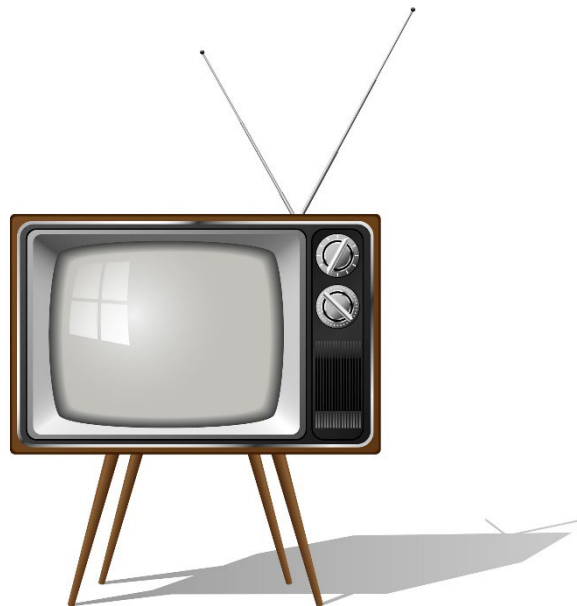
If there is a desire to express appreciation for services received, you are encouraged to do this in a manner that all employees can be encouraged to provide quality care to all residents.

We encourage our staff to work as a team to create a pleasant safe, clean environment for our residents. Your assistance in this is appreciated.

TELEVISION POLICY

Craighead Nursing Center provides cable at no extra cost to the residents. CNC also has designated areas for televisions in each resident's room; a space that accommodates 19" and 20" televisions and up to 42" televisions in specific rooms. For the residents' safety and convenience, the space is located above the lavatory and/or the closet area. The rooms on station 1 and 2 will only accommodate one (1) television per room. This policy has been made to help prevent falls, cluttered rooms that are considered a fire and safety hazard and to ensure easy access in and out of rooms. CNC has the right to place personal televisions in their designated areas if this policy is not being followed. Also, for your convenience, there are four (4) televisions available (one on each station) in the lobby areas.

Thank you for your cooperation.



TELEPHONE POLICY



Craighead Nursing Center provides standard phone jacks in each resident room except Station 2. However, the resident, responsible party and/or family is liable for installation of services, any installation fee required and the monthly bill. CNC asks that at the time of installation, the bill be directed to whoever has accepted responsibility for the bill.

If a room change is necessary after a phone line has been installed, CNC will make arrangements for the line to be transferred.

To install, move or change service, call Right Fiber at 888-336-4466. Please provide the facility address of 5101 Harrisburg Road, and your assigned room number.

CRAIGHEAD NURSING CENTER

5101 HARRISBURG ROAD

JONESBORO, AR 72404

GRIEVANCE POLICY

Anytime a resident, family member, or responsible party is dissatisfied with the care or services received by a resident, we encourage that person to discuss the matter with the Charge Nurse or appropriate Department Head who is responsible for the care or service being provided. If the matter cannot be resolved informally at this level, then a "Grievance Report" shall be completed and presented to the administrator who shall investigate the grievance.

This report may be submitted without fear or threat or other reprisal against resident, employee, or responsible party.

After the grievance has been discussed with the administrator of Craighead Nursing Center and if you are not satisfied with the findings of the Administrator, you may request to be placed on the agenda of the monthly meeting of the Board of Directors. The Board of Directors meets the 4th Thursday of each month at 12:00 noon. You must request to be placed on the agenda at least one week prior to the meeting. The administrator shall notify the Chairman of the Board of Directors of your desire to be heard by the Board of Directors. No grievances will be heard by the Board unless a Grievance Report has been presented to the administrator.

If you feel your rights have been violated by this or any Long-Term Care (LTC) facility, you may call any of the following agencies by the phone number listed.

East Arkansas Area Agency on Aging: (870) 336-2260
Adult Protective Services: (800) 482-8049
Office of Long-Term Care: (501) 682-8430

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- If you pay for a service or health care item out-of-pocket in full, you can ask us not to share that information for the purpose of payment or our operations with your health insurer. We will say “yes” unless a law requires us to share that information.

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Choose someone to act for you

- If someone has authority to act as your personal representative, such as if someone has your medical power of attorney or if someone is your legal guardian, that person can exercise your rights and make choices about your health information.
- We will make sure the person has this authority and can act for you before we take any action.

File a complaint if you feel your rights are violated

- You can complain if you feel we have violated your rights by contacting us using the information on page 1.
- You can file a complaint with the U.S. Department of Health and Human Services Office for Civil Rights by sending a letter to 200 Independence Avenue, S.W., Washington, D.C. 20201, calling 1-877-696-6775, or visiting <https://www.hhs.gov/hipaa/filing-a-complaint/index.html>.
- We will not retaliate against you for filing a complaint.

Your Choices

For certain health information, you can tell us your choices about what we share. If you have a clear preference for how we share your information in the situations described below, talk to us. Tell us what you want us to do, and we will follow your instructions.

In these cases, you have both the right and choice to tell us to:

- Share information with your family, close friends, or others involved in your care or payment for your care
- Share information in a disaster relief situation
- Include your information in a hospital directory

If you are not able to tell us your preference, for example if you are unconscious, we may go ahead and share your information if we believe it is in your best interest. We may also share your information when needed to lessen a serious and imminent threat to health or safety.

In these cases we never share your information unless you give us written permission:

- Marketing purposes
- Sale of your information
- Most sharing of psychotherapy notes

In the case of fundraising:

- We may contact you for fundraising efforts, but you can tell us not to contact you again.

If we have your substance use disorder patient records, subject to 42 CFR part 2, we will give you clear and obvious notice in advance and a choice about whether to receive fundraising communications that use your Part 2 information.

Our Uses and Disclosures

How do we typically use or share your health information?

We typically use or share your health information in the following ways.

Treat you

We can use your health information and share it with other professionals who are treating you.

Example: A doctor treating you for an injury asks another doctor about your overall health condition.

Run our organization

We can use and share your health information to run our practice, improve your care, and contact you when necessary.

Example: We use health information about you to manage your treatment and services.

Bill for your services

We can use and share your health information to bill and get payment from health plans or other entities.

Example: We give information about you to your health insurance plan so it will pay for your services.

How else can we use or share your health information?

We are allowed or required to share your information in other ways – usually in ways that contribute to the public good, such as public health and research. We have to meet many conditions in the law before we can share your information for these purposes.

In all cases, including those listed below, if we have substance use disorder patient records about you, subject to 42 CFR part 2, we cannot use or share information in those records in civil, criminal, administrative, or legislative investigations or proceedings against you without (1) your consent or (2) a court order and a subpoena.

Help with public health and safety issues

We can share health information about you for certain situations such as:

- Preventing disease
- Helping with product recalls
- Reporting adverse reactions to medications
- Reporting suspected abuse, neglect, or domestic violence
- Preventing or reducing a serious threat to anyone's health or safety

Do research

We can use or share your information for health research.

Comply with the law

We will share information about you if state or federal laws require it, including with the Department of Health and Human Services if it wants to see that we're complying with federal privacy law.

Respond to organ and tissue donation requests

We can share health information about you with organ procurement organizations.

Work with a medical examiner or funeral director

We can share health information with a coroner, medical examiner, or funeral director when an individual dies.

Address workers' compensation, law enforcement, and other government requests

We can use or share health information about you:

- For workers' compensation claims
- For law enforcement purposes or with a law enforcement official
- With health oversight agencies for activities authorized by law
- For special government functions such as military, national security, and presidential protective services

Respond to lawsuits and legal actions

- We can share health information about you in response to a court or administrative order, or in response to a subpoena.

Our Responsibilities

- We are required by law to maintain the privacy and security of your protected health information.
- We will let you know promptly if a breach occurs that may have compromised the privacy or security of your information.
- We must follow the duties and privacy practices described in this notice and give you a copy of it.
- We will not use or share your information other than as described in this notice unless you tell us we can in writing. If you tell us we can, you may change your mind at any time. Let us know in writing if you change your mind.

For more information see:

www.hhs.gov/ocr/privacy/hipaa/understanding/consumers/noticepp.html.

Changes to the Terms of this Notice

We can change the terms of this notice, and the 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.

Other Instructions for Notice

- Effective 10/01/2026
- Kara Davis, Privacy Officer at admin2@craigheadcnc.org
- We never market or sell personal information.