

Privacy of Your Medical Information

High Country Fire-Rescue (HCFR) is committed to ensuring the protection and confidentiality of all persons receiving our services as required by law. Your medical information will only be divulged to others in an effort to assess and provide appropriate emergency medical services, which can include professional healthcare facilities, their staff, medical transportation services and their certified staff, and others involved in your care.

Additionally, as may be required, your information may be shared with your healthcare insurance provider during the billing process, if any, for payment by them for the emergency medical services High County Fire-Rescue provided to you. Only those parts of the emergency response by HCFR relevant or required to receive such payment will be shared. Such requests can also include governmental agencies, such as Medical Assistance or Medicare.

In the event you're incapacitated to convey information to High Country Fire-Rescue during their response to your request for emergency medical services, HCFR may find it necessary to contact and share your medical information with a family member or another person who is possibly involved in your medical care. This contact will be done in an effort to accurately assess and seek further emergency medical care for you under those circumstances.

Your medical information may also be used to determine if sufficient services are currently offered by High Country Fire-Rescue, to evaluate the quality of response or care provided, or for future fund-raising events to acquire equipment or other services. In such an event of the latter, only general information will be used without disclosing personal or in-depth information. One example might include a patient with a hearing impairment, and the need for fund-raising to specially train our emergency responders in basic sign language in an effort to communicate with future hearing impaired patients. At the time of such fund-raising, only the fact a hearing impaired patient was treated and the lack of ability to correctly communicate with said patient would be divulged and used as an example. None of your personal information (for example, name, address, in-depth medical history) would be divulged in reference to your medical situation at the time of your emergency call for HCFR services.

Depending upon the circumstances, there may be instances that require HCFR to disclose your information as dictated under federal, state or regional laws. These instances can include relaying potential abuse or neglect to law enforcement, or as required under work-related injuries and Arizona Workers' Compensation regulations. Furthermore, there may be instances such medical information is required under law to be shared in the interest of public safety as specified by the State of Arizona, for oversight and records inspections to ensure compliance with applicable laws and regulations, as

ordered to be disclosed by a court of law, or to the military if you're a member or veteran of the armed forces.

In the event of other requests for your information not covered in this document, High Country Fire-Rescue will ask for your signed permission to do so, informing you of the party requesting such information and their stated purpose of such a request.

High Country Fire-Rescue is required to maintain a record of services provided to you for a period of ten (10) years for adults and twenty-five (25) years for minors. If you should need a copy of such records, please make such a request in writing including information and date we provided such services. Such document requests may have an associated fee for copying, and we will state such charges to you before making the requested copies. Additionally, with notice, you can personally review such documents at no cost and upon signing the appropriate waiver, if so required by HCFR. One of our staff will arrange a time mutually agreeable for you to make such a visit; copying costs will apply if you request a copy of your records during such a visit.

This privacy rights statement applies to all High Country Fire-Rescue personnel who may respond to your emergency call, whether or not they personally give you care at that time. Such personnel may include EMTs, firefighters, and other personnel originally deemed necessary to respond to your call.

Finally, you have a right to a paper copy of this document. To do so, you can download this pdf-formatted file and print it on your personal printer.

* * * *

Questions? Concerns? File a Complaint?

If you have further questions, concerns or want to file a complaint, please contact the Chief. You may be referred by the Chief to the appropriate person to handle your contact request. Some requests may require you submitting in writing the details, along with your signature. You will be informed of such a written requirement at the time of your initial contact or other appropriate High Country Fire-Rescue personnel.