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**Koj muaj cai tau txais daim ntawv ceeb toom**

Koj muaj cai txais daim ntawv ceeb toom no daim luam thiab los yog email yog nug txog.

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**Thuam peb txoj cai khomob licas**

Yog koj xav tias peb yuam koj txoj cai, los yog koj tsis txaus siab peb txiav txim mus rau koj tus PHI, koj ua daim ntawv (complaint) mus rau qhov chaw nyob nram no:

County of Glenn  
242 N. Villa Avenue  
Willows, CA 95988  
Phone (530) 934-6582

Koj sau tsab ntawv (complaint) rau tus thawj tswj (Secretary of the U.S. Dept of Health and Human Services Office for Civil Rights at 50 United Nation Plaza, Room 322 San Francisco, CA 94102 los yog hu rau (800) 368-1019. Peb yuav tsis twv plaub pauj txiaj ntsim dabtsi rau koj yog koj sau daim ntawv thuam (complaints).

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Tus neeg mob nkag siab lees paub:  
Kuv tau txais daim ntawv ceeb toom khomob no ib daim luam thiab nkag siab nws cov ntsiab lus.

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Tus mob xees npe	Hnub
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Tus ua hauj lwm qhia (vim lis cas tus neeg mob tsis kam xees)

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**Pib hnub tim:**

Daim ntawv ceeb toom no pib 2/17/2010

Sau dua hnub tim: 12/23/09

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# Ceeb Toom Kev Khomob

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Daim ntawv no qhia txog ntsiab lus khomob ntawm koj tus kheej koj yuav siv, nthuav qhia thiab paub ntsiab lus licas. Thov xyuas ntxiv kom zoo.



## COUNTY OF GLENN

*Glenn County may not require individuals to surrender any of their rights under the Health Insurance Portability and Accountability Act of 1996 (HIPAA) as a condition of the provision of treatment, payment, enrollment in a health plan, or eligibility of benefits.*

Tsev hauj lwm yog qhov muaj feem sib luag thiab tswv hauj lwm.

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**Peb txoj hauj lwm saib xyuas tiv thaiv ntsiab lus khomob**

Cov ntsiab lus mob yog koj tus kheej feem. Txhua tus nyias paub nyias tus mob dhau los lawm, tam sim, tom ntej, txoj cai saib xyuas koj tus kheej, los yog them nyiaj rau koom haum "Protected Health Information" (PHI). Peb yuav ntxiv yam puav kev tiv thaiv pab koj tus PHI, thiab qhia ntxiv daim ntawv ceeb toom rau koj, thaum twg vim licas peb yuav siv los yog nthuav qhia rau koj tus PHI. Duali ntawd ib yam teeb meem hais txog dabtsi, peb yuav qhia tau yam puav mentsis rau tus PHI nthuav qhia ntsiab lus raws txoj hauj lwm.

Peb ua raws txoj cai hais thiab ceeb toom (privacy practices) **peb tos lub caij thaum twg peb muaj cai hloov tau (privacy practices) daim ntawv no.**

Yog peb kho tau, koj mus nqa tau daim ntawv luam nyob hauv Glenn County cov tsev hauj lwm los saib, yuav muab tso rau <http://www.countyofglenn.net>

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**Peb yuav qhia nthuav qhia kev tiv thaiv ntsiab lus khomob**

Peb siv thiab nthuav qhia kev tiv thaiv (PHI) txhua yam. Peb muaj cai me me siv thiab los yog nthuav qhia kev kho mob rau PHI, them nqi, thiab kev kho mob. Siv tshaj ntawd, peb yuav tau ntawv tso cai ntawm koj tsis lintawd tau txais kev tso cai ntawm kev tswj cai tsis yog koj tso lus. Yog peb nthuav qhia PHI rau lwm lub tsev khomob, peb yuav tsum cog lus rau lub tsev khomob muaj kev ntseeg raws koj cov ntsiab lus teev muaj tias peb yuav ua rau PHI. Txawm licas los txoj cai tso lus rau peb siv/nthuav qhia tsis yuav koj tso cai. Qhia ntxiv nram qab no thiab piv txwv tias peb muaj feem siv nthuav qhia PHI.

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**Siv thiab nthuav qhia kev khomob, them tus nqi, los yog kev kho mob**

Txhua yam, peb yuav siv nthuav qhia PHI raws nram no:

**Khomob:** Peb yuav nthuav qhia koj rau PHI cov neeg tuav hauj lwm, tuav ntawv, kws tshuaj, nurse thiab lwm tus neeg paub txog koj tus mob. Piv txwv, PHI cov neeg muaj feem paub nrog pab neeg khomob. PHI yuav qhia koj rau cov koom haum me sab nraum muaj kev koom tes nrog kho koj tus mob, tsev tso ntshav (lab) thiab tus neeg daws kev nyuaj siab (counselor).

**Tau txais nqi them:** Peb yuav nthuav qhia rau koj tus PHI xa tus nqi khomob mus rau lawv them. Piv txwv, peb yuav hu nrog koj tus tswv hauj lwm tham txog koj txoj hauj lwm, thiab los yog tso lus rau PHI ntawv khomob (Medi-Cal) thiab los yog lwm yam koom haum (insurer) yuav them tus nqi khomob.

**Xyuas kev khomob:** Peb yuav nthuav qhia rau koj tus PHI txog kev kho mob. Pivtxwv, peb yuav siv koj tus PHI tus nqi khomob npaj muaj rau koj los yog nthuav qhia rau PHI tus tuav ntawv (accountant) tus tswj plaub (attorney) xyuas. Tso koj cov ntawv rau PHI thiab state agencies txiav txim txog qhov yuav pab koj (determine eligibility).

**Teem caij ceeb toom:** Yog koj tsis qhia peb lub caij nyoog, peb yuav xa ntawv tuaj qhia lub caij nyoog rau koj qhov chaw nyobv.

**Kev khomob txawv:** Peb yuav qhia rau koj paub yog muaj lwm yam kev khomob txawv ntxim yuav pab tau koj.

**Ttxiab xeeb txiaj ntsim thiab kev pab:** Peb yuav qhia rau koj paub txog txiab xeeb-raws txiaj ntsim los yog kev pab muaj nyob qhov twg yuav ntxim koj siab, kuaj xyuas dawb pub koj los yog kev noj zaub mov.

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## Siv thiab Nthuav qhia PHI yuav tsum muaj lus tso cai

Nthuav qhia ntau tshaj kev khomob them nqi thiab hais tseg yuav tau ntawv tso cai ntawm koj, tsis lintawd nthuav qhia raws li nqi lus nram no. Koj thim lus tau los yog rho tawm thaum twg los tau tso tseg tsis nthuav qhia ntxiv, dua li peb muaj cai ua rawsli koj tso lus rau peb ua ntej lawm xwb.

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## Nthuav qhia PHI tsis muaj ntawv tso cai los yog tso lus

Txoj cai hais tias peb yuav siv thiab nthuav qhia koj tus PHI yam tsis yuav lus tso cai ntawm koj raws nram no:

**Thaum twg ua raws cai: (require):** Peb yuav nthuav qhia PHI thaum twg peb tshaj (report) kev tsim txom, ntaus poj niam, menyuam, thiab muaj raws kev tub sab yuav qhia rau tsev txiam txim (court). Peb yuav tsum nthuav qhia PHI tso lus ua raws cai.

**Pej xeeb nojqab haushuv, public health:** Peb yuav nthuav qhia PHI thaum peb yuav xyuas tus mob los yog raug mob, los yog tshaj tawm rau kev tswj hwm pej xeeb.

**Rau kev nojqab haushuv:** Peb yuav nthuav qhia PHI tiv thaiv thiab lwm lub agency, tsev xiam hlwb, tsev khomob, tshawb xyuas yam tsis tau tshwm sim dua thiab saib txog ntawv khomob (Medi-Cal program).

**Nrog rau kev ploj tuag:** Peb yuav nthuav qhia PHI txog tus tuag rau cov saib xyuas (coroners) kuaj xyuas, tus thawj tsav xwm tsev txias, qhov muag lwm yam mus hloov lwm tus neeg.

**Tshawb nrhiav xyuas (research purpose):** Muaj caij nyoog, thiab cov thawj tsav xwm, peb yuav nthuav qhia PHI cov neeg ua hauj lwm tuaj pab tshawb xyuas.

**Tiv thaiv kab mob los yog nyab xeeb:** zam txoj kev kis mob phem los yog nyab xeeb, peb

yuav nthuav qhia PHI raws li txoj cai yuam los yog zoo li lwm tus tiv thaiv kom tau txais kev kis mob phem tsawg.

**Cov nom tswv tes hauj lwm dia:** Peb yuav nthuav qhia PHI cov tub-rog thiab cov thab ham qhov teeb meem, tsev kaw neeg raug txim, (correctional facilities) tau txais kev pab ntawm nom tswv, kev pab rau cov nom tswv tiv thaiv lub teb chaws, thiab tus Huabtais.

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## Nthuav qhia PHI los ntawm dej cawv thiab lwm yam yaj yeeb tsis yuav kev tso cai.

Txoj cai hais tias peb nthuav qhia PHI los ntawm kev haus dej cawv thiab yaj yeeb tsis muaj yuav kev tso cai raws li nram qab no:

**Thaum twg ua raws txoj cai:** Peb yuav nthuav qhia PHI raws txoj cai, peb yuav qhia cov lus tsim txom, tsis saib menyuam, ua tej yam txhaum txim rau vaj tse, yuam cai ua rau koom haum tswv cuab, yuav tau ris txim raws kev txiav txim (court order).

**Nrog rau kev ploj tuag:** Peb yuav nthuav qhia PHI txhua tus tau ploj tuag, yog state los yog federal txoj cai nkaws nthuav qhia neeg raug mob thiab ploj tuag licas.

**Tshawb, ntsuam xyuas qhov tseeb:** Muaj tej yam, peb yuav nthuav qhia PHI tshawb, thiab ntsuam xyuas qhov tseeb.

**Tiv thaiv kab mob los yog nyab xeeb (safty):** Tiv thaiv kab mob phem peb yuav nthuav qhia PHI tub ceev xwm sijhawm twg muaj xwm txheej tshwj sim los rau vaj tse los yog yuam cai rau koom haum tswv cuab.

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## Siv thiab nthuav qhia muaj sijhawm rau koj tsis pom zoo

Raws li lus nram no, peb muaj lus txwv nthuav qhia me me rau koj tus PHI yog peb qhia koj ua ntej, thiab koj tsis pom zoo, los yog muaj cai

xaiv tsis kam nthuav qhia cia lwm zaus, ntev licas los tau muaj txoj cai txwv.

### Khww nyiaj (fundraising):

Peb muaj lus txwv nthuav qhia koj rau peb txoj kev khww nyiaj, tabsis peb tso cai rau koj muab kev koom tes lwm zaus (fundraising).

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### Tsev neeg, phooj ywg, lwm tus saib xyuas

**koj:** Peb yuav sib qhia txog kev saib xyuas koj, los yog xees npe tso cai txais nyiaj txiag siv rau koj. Peb yuav sib qhia txog koj rau PHI cov neeg paub koj chaw nyob, koj tus mob zoo licas, los yog tuag.

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### Koj txoj cai tiv thaiv koj tus mob (health information)

Koj muaj cai tiv thaiv cov ntshiab lus qhia txog koj tus mob raws li nram no:

**Thov txwv siv/nthuav qhia:** Koj muaj cai thov txwv peb nthuav qhia koj tus PHI. Peb yuav ua raws li koj thov, tabsi yuas tsis raws txoj cai. Peb ntseeg raws txoj kev txwv peb nthuav qhia koj tus PHI, peb yuav muab txoj kev ntseeg sau tseg cia dua li ntawd muaj xwm ceev (emergency). Peb tsis ua raws txoj cai txwv siv/nthuav qhia. Tsis li ntawd raws txoj cai, County yuav tsum ua raws thov txwv yog nthuav qhia npaj kev noj qab haus huv kev kho mob thiab txuam nrog PHI them hauv koj hnab tshos tag lawm.

**Kev xaiv peb yuav cuag tau koj licas:** Koj muaj cai nug peb xa cov ntsiab lus tuaj rau koj qhov chaw nyob los yog xa e-mail. Peb ntseeg ua raws koj cov lus thov yog yooj yim rau peb ua rau koj.

**Xyuas thiab thov daim luam (copy) PHI:** Koj mus tshawb tsis tau koj cov ntawv khomob (record), koj muaj cai xyuas cov ntawv tiv thaiv cov ntsiab lus yog koj sau ntawv mus thov. Yog County khaws koj cov ntawv ceev ntsiab lus cia, koj muaj cai thov tau ib daim ntawv luam (copy). Peb yuav saib xyuas koj nqi lus thov 5-10 hnuv ua hauj lwm. Yog peb tsis pub koj pom, peb yuav sau ntawv

rau koj thiab qhia vim licas. Yog koj xav tau koj tus PHI, tus nqi npaum licas, nyob rau ntawm koj lub caij nyoog. Koj muaj cai xaiv yuav daim ntawv ceev ntsiab lus qhov twg thiab luam cov ntsiab lus ua ntej.

### Thov daim ntawv hloov lus (amendment)

**PHI:** Yog koj ntseeg tias yuam kev los yog nruam lus nyob rau daim ntawv ceev lus (record) koj tus PHI, koj yuav tau sau ntawv mus thov hloov los yog ntxiv lus rau koj cov ntawv ceev lus (record). Peb yuav kho rau koj rau 30 hnuv, suav txij hnuv tau txais daim ntawv. Peb yuav (deny) yog koj tus PHI: (1) yog thiab ua tag; (2) tsis yog peb ua thiab peb cov ntawv (record); (3) tsis tso cai nthuav qhia. Tsis kam (deny) qhov twg yuav qhia koj vim licas, nrog uake yuav teb cov ntawv koj nqa tuaj thiab ntxiv rau PHI. Yog peb tso cai hloov (amendment), peb yuav hloov PHI thiab ceeb toom koj, thiab qhia rau lwm tus xav paub txog hloov PHI.

**Nrhiav xyuas qhia dabtsi lawm:** Koj muaj cai tau txais daim ntawv ceev caij nyoog thaum twg, leej twg, ua dabtsi, thiab tso lus rau koj tus PHI, tsis nrog (not include) piv txwv: nthuav qhia khomob, them nqi, xyuas mob; koj, tsev neeg, lub tsev; ntawv tso cai (written authorization). Daim ntawv nthuav qhia (list) tsis qhia thoob teb chaws (national), tub ceev xwm, tsev kaw neeg raug txim (correctional facilities), los yog qhia ua ntej April 14, 2003. Peb yuav sau ntawv rau koj tsis pub dhau 60 hnuv suav hnuv tau txais. Koj sau ntawv thov tau 6 xyoo rov los xwb. Tsis tau them nqi dabtsi yog ib xyoos thov ib zaug xwb, tshaj ib zaug rov saud yuav tau them nqi. yog County siv los yog khaws tseg ntawv ceev cia record, tsuas yog kho mob, them nqi thiab xyuas kev khomob tsis hais txog. Koj muaj cai thov daim ntawv nthuav qhia 3 xyoos dhau ua ntej lawm.

In addition, upon discovery, peb yuav ceeb toom rau koj yog koj tus PHI ua tej yam tsis raws cai, tau, siv los yog nthuav qhia.

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