



NOTICE OF PRIVACY PRACTICES – 2026

Effective Date: February 16, 2026

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.

Jan-Care Ambulance / General EMS is required by law to protect the privacy and security of your health information and provide this Notice explaining your rights and our responsibilities.

Your Rights

- Get an electronic or paper copy of your medical record
- Ask us to correct incorrect or incomplete information
- Request confidential communications
- Ask us to limit certain uses or disclosures
- Receive a list (accounting) of certain disclosures
- Choose someone to act for you (legal guardian or power of attorney)
- File a complaint without retaliation
- Request an electronic audit of certain access to your electronic record

Our Uses & Disclosures

- Treatment – emergency and non-emergency medical care coordination
- Payment – billing Medicare, Medicaid, insurance, facilities, or patients
- Health Care Operations – training, audits, quality improvement, compliance

- EMS Operations – dispatch, communications, ePCR documentation, and medical review
- Public Health & Safety – disease reporting and disaster response
- Legal & Law Enforcement – when required by law
- Business Associates – billing, IT, and ePCR vendors who must protect your information

Special Protections for Substance Use Disorder (SUD) Records

- Certain SUD records receive additional protection under federal law (42 CFR Part 2)
- Disclosures may require your written authorization
- Recipients generally may not re-disclose without your permission
- Limited exceptions include medical emergencies, audits, research, or when required by law
- You may revoke authorizations and request an accounting of disclosures

Communications

We may contact you by phone, text, mail, or email for billing or operational purposes. You may request alternative or confidential methods.

Breach Notification

If your unsecured protected health information is compromised, you will be notified without unreasonable delay and no later than 60 days after discovery.

Our Responsibilities

- Maintain privacy and security of your information
- Follow the terms of this Notice
- Notify you of breaches
- Train our workforce on HIPAA and confidentiality requirements
- Never sell or market your information without written authorization

Complaints

Privacy Officer: Mike Thomas
Phone: 304-255-3760 ext. 166
Address: P.O. Box 2414, Beckley, WV 25801