

Health Insurance Portability and Accountability Act (HIPAA)

The Wilson County Emergency Management Agency is required by law to maintain the privacy of certain confidential health care information, known as Protected Health Information or PHI, and to provide you with a notice of our legal duties and privacy practices with respect to your PHI. This Notice of Privacy Practices (NPP) describes your legal rights, advises you of our privacy practices, and lets you know how the Wilson County Emergency Management Agency is permitted to use and disclose PHI about you. The NPP can be found on the Wilson County Emergency Management Agency website.

If you are a patient and need a copy of your medical records and/or billing statement you can visit our office at 115 Oak Street. Be sure to bring a photo ID. If you are not the patient you must prove you have a legal right to the information requested. You may download the HIPAA record request and notarized form directly from our website. Copies will not be released immediately if it cannot be verified you have a legal right to the records requested. This is to protect our patient's privacy. There may be a document processing fee for printing records not to exceed \$20.00.

If you are unable to pick up your information we will gladly mail, email or fax your information once it has been verified you are the patient or have a legal right to the information requested. This will be verified in the form of a notarized form to verify your identification. You must also send us paperwork to validate you have a legal right to the information requested in addition to the HIPAA Request form.

Attorney requests for medical records and/or billing records can be faxed to 615-466-5595. There is a \$20.00 document processing fee that must be paid before the EMS report and/or billing statement will be released. If you have any questions contact the billing department at 615-444-8777 extension 141 or the EMS Chief at 615-444-8779 Extension 102.