



Social Action Community Health System

NOTICE OF PRIVACY PRACTICES

Effective Date: August 1, 2016

THIS NOTICE DESCRIBES HOW HEALTH INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION. PLEASE REVIEW IT CAREFULLY.

Who Will Follow This Notice?

The entities listed below and their affiliated clinics and institutes of care (“We”) will follow the terms of this Notice and will only use or disclose your health information as is described in this Notice. We are an organized health care arrangement and for purposes of our privacy practices, are considered one single entity, the Loma Linda University Health Organized Health Care Arrangement (“LLUH Organized Health Care Arrangement” or “LLUH OHCA”). A detailed listing of the affiliated clinics and institutes of care affected by this Notice is provided on page 14 in a section titled “Entities That Are Included in the LLUH Organized Health Care Arrangement”.

**SOCIAL ACTION COMMUNITY HEALTH SYSTEM
LOMA LINDA UNIVERSITY
LOMA LINDA UNIVERSITY HEALTH CARE
LOMA LINDA UNIVERSITY FACULTY PRACTICE PLAN
LOMA LINDA UNIVERSITY MEDICAL CENTER
LINDA UNIVERSITY MEDICAL CENTER - MURRIETA
LOMA LINDA UNIVERSITY CHILDREN’S HOSPITAL
LOMA LINDA UNIVERSITY MEDICAL CENTER EAST CAMPUS
LOMA LINDA UNIVERSITY BEHAVIORAL MEDICINE CENTER**

The terms “use” and “disclosure” will be referenced frequently throughout this Notice. As you read this Notice, understand that “use” applies only to activities within our entity and “disclosure” applies to activities such as releasing, transferring, or providing access to information about you to other parties outside our entity.

I. Your Health Information

We know that health information about you is personal and we are committed to protecting the privacy of your information. As a patient, the care and treatment you receive is recorded in a health record. So that we can best meet your health care needs, we may share your record with the health care providers involved in your care for treatment, payment, and health care operations purposes.



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For any other reason besides treatment, payment, and health care operations, we cannot share your information without your written permission unless the law specifically permits or requires that we do so. For example, in most circumstances, laws pertaining to mental health and substance abuse related services require that we obtain your written permission.

II. Your Health Information Rights

Although your health record is the physical property of the health care practitioner or facility that compiled it, the information belongs to you. You have the following rights regarding health information we maintain about you:

Right of Access to Inspect and Copy

- You have the right of access to inspect and obtain a copy of information in your health and billing record with the exception of items limited and/or prohibited by law. We may not require you to provide an explanation of the basis for your request as a condition of providing such communications to you. Your health information includes, but is not limited to, clinical laboratory test results, diagnostic images, billing and payment records, insurance information, and medical records. You have a right to request copies of your lab results directly from the laboratory. If your health information is maintained by us in electronic format, you may request to receive a copy in electronic format (e.g., PDF file) and/or to direct us that we transmit a copy to an entity or person that you designate, provided such request is in writing, signed by you or your personal representative, and clearly identifies the designated person and where to send the copy of your health information. You must submit your request for inspection or copies of records in writing to the department/address listed in the "Contact Information" section on page 14 of this Notice. A reasonable cost-based fee as applicable and allowed by law may apply. We will provide a copy of your records in the timeframe required by law. Alternatively, you may access your lab results and other portions of your health information electronically via a secure web portal. Please contact your healthcare provider's office for more information about availability of this service.
- In limited circumstances, we may deny your request to access your health information. If you are denied access to health information you may request in some instances that the denial be reviewed. In this case, we will conduct an independent review and comply with the outcome of the review.

Mental Health and Substance Abuse Records:

- We can lawfully deny access to a patient of that patient's mental health records/substance abuse records when we determine that there is a substantial risk of harm to the patient in seeing or receiving a copy of that information.
- We may choose to furnish a summary report in lieu of permitting inspection or providing



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copies of the record.

Right to Request an Amendment to Your Record

- You have the right to request an amendment to your record if you feel that health information we have about you is incorrect or incomplete. You have the right to request an amendment for as long as the information is kept by or for an entity within the LLUH OHCA. To request an amendment, you must submit your request in writing to the department/address listed in the “Contact Information” section on page 14 of this Notice. In addition, you must provide a reason that supports your request.
- We may deny your request for an amendment if it is not in writing or does not include a reason to support the request. In addition, we may deny your request if you ask us to amend information that: (a) was not created by us, unless the person or entity that created the information is no longer available to make the amendment; (b) is not part of the health information kept by or for us; (c) is not part of the information which you would be permitted to inspect and copy; or (d) is accurate and complete.
- Even if we deny your request for amendment, you have the right to submit a written addendum, not to exceed 250 words, with respect to any item or statement in your record you believe is incomplete or incorrect. If you clearly indicate in writing that you want the addendum to be made part of your health record, then we will attach it to your records and include it whenever we make a disclosure of the item or statement you believe to be incomplete or incorrect.

Right to an Accounting of Disclosures

- You have the right to request a list (called an Accounting of Disclosures) of certain disclosures that we made about you. All disclosures that are required to be listed by law will appear on the Accounting of Disclosures list. The items that typically would be listed on an Accounting of Disclosures list are indicated in the section titled “How We May Use and Disclose Health Information About You”. Your request must state a time period for which you are requesting the information, however we are not required to provide an accounting for disclosures made earlier than six (6) years from the date of your request. To request an Accounting of Disclosures, you must submit your request in writing to the department/address listed in the “Contact Information” section on page 14. The first request for an accounting in any 12 month period is provided to you free of charge. Any subsequent requests within that 12 month period may be subject to reasonable fees allowed by law. Disclosures made with your written permission or disclosures that you have been made aware of will not be included in the Accounting of Disclosures.

Right to Request Restrictions

- You have the right to request a restriction on certain uses and disclosures of your Protected Health Information (PHI) for treatment, payment and/or health care operations. However, we are **not** legally required to agree to your request, **unless**:
 - a. The disclosure is to a health plan or insurance company for purposes of payment



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or health care operations (and is not for purposes of carrying out treatment), **and**

- b. The disclosure pertains solely to a health care item or service for which you requested restriction and self-paid all costs out-of-pocket in full prior or at the time the service was provided, thus forgoing reimbursement from the health plan or insurance company.
- You must submit your request in writing directly to your health care provider or to the department/address listed in the “Contact Information” section on page 14.
 - This restriction does not include subsequent care items or services you receive at one of our facilities that pertain solely to the item or service you had previously self-paid in full out-of-pocket and requested restriction of disclosure to your health plan/insurance. For example, if you need follow up care that involves or discusses the services for which you had previously self-paid in full out-of-pocket, that information may be noted in your chart by the treating physician and subsequently sent to your health plan, unless you request in writing that you want to restrict the disclosure of that follow up care and self-pay in full prior to the items or services being provided to you.
 - Information about items or services you plan to have at one of our facilities may be disclosed to your health plan during verification of health plan/insurance eligibility (i.e., authorization), unless you notify us ahead of time of your intention to submit a written request for restriction of disclosure and self-pay for such items or services.
 - You have the right to request a limit on the health information we disclose about you to someone who is involved in your care or the payment for your care, like a family member or friend. For example, while a patient, you can request we not discuss your course of treatment with a particular family member in attendance. If we do agree, we will comply with your request unless the information is needed to provide you emergency treatment or as is otherwise required by law. You can speak directly with your health care provider concerning your request for these types of restrictions. Your health care provider may require that you submit your request in writing.
 - If we agree to a restriction, we are bound not to use or disclose your PHI in violation of such restriction, except in certain emergency situations. You cannot request to restrict uses or disclosures that are otherwise required by law.

Right to Receive Notifications of Data Breach

- You have the right to be notified upon a breach of unsecured health information. Health information is “unsecured” if it is not protected by a technology or methodology specified by the Secretary of the U.S. Department of Health and Human Services. The notice must be made within the timeframe specified by federal or state breach notification laws, whichever is more stringent. We must notify you in writing by first class mail at the address we have on file for you or by electronic mail in case you have agreed to electronic notices. . However, we may give telephonic notice to you if we reasonably believe there is a possibility of imminent misuse of your unsecured health information; however, such telephonic notice will not substitute for our written notice obligations. First class mail notification of the breach will be sent to either the next of kin or personal representative of deceased patients in



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case their address is known to us.

Right to Confidential Communications

- You have the right to request communications of your health information by alternative means or at alternative locations. We may require requests to be made in writing. We may not require you to provide an explanation of the basis for your request as a condition of providing such communications to you.

Right to Notice

- You have the right to adequate notice of how we use and disclose your health information. The Notice (or Notice of Privacy Practices) must also advise you of your rights and our legal duties with respect to your health information. You have the right to receive a paper copy of the Notice upon request. A copy of the Notice currently in effect will be available through your health care provider.

III. How We May Use and Disclose Health Information About You

Generally, we can only disclose information in your record 1) with your permission, 2) for your treatment, or 3) if federal, state or local law tells us that we can or must disclose information in your record. We can or must disclose information in your record for the purposes listed in this section. When a federal, state or local law tells us that we can or must disclose information in your record, in certain cases, we will list these disclosures in a report if requested. Page 3, under the section titled “Right to an Accounting of Disclosures” explains how you can request a list of these disclosures. The disclosures described below that will typically be listed on an Accounting of Disclosures are noted with the statement “Included in an Accounting of Disclosures”.

Use or Disclosure not requiring your permission

1) We May Use or Disclose Your Health Information for Treatment.

- **For example:** We may use or disclose health information about you to doctors, nurses, technicians, students, or other personnel who are involved in taking care of you. Information obtained by a nurse, physician, or other member of your health care team will be recorded in your record and used to determine the course of treatment that should work best for you. In that way, the physician will know how you are responding to treatment. We may also provide your treating physician, referring physician, or a subsequent health care provider with copies of various reports that should assist him or her in treating you. The disclosure of your health information to your healthcare providers, including non-SACHS providers, may be done electronically through a secure health information exchange system that allows healthcare providers involved in your care to access your records to coordinate services for you. For continuity of patient care, your health



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information may also be used or disclosed by non-LLUH healthcare providers using our common electronic health record platform (“CareConnect”) in accordance with their use and disclosure practices as described in their Notice of Privacy Practices. A common electronic health record platform means that healthcare providers using CareConnect will have access to the information they need to provide you with care and treatment. A list of healthcare providers that use CareConnect is available at the website <http://Careconnectpartners.lluh.org>.

2) We May Use or Disclose Your Health Information for Payment.

- **For example:** We may use or disclose health information about you so that the treatment and services you received from SACHS providers may be billed to your health plan or health insurance and payment may be collected from you, your insurance company or a third party. For example, we may need to give your health plan information about a surgical procedure you had so your health plan will pay us or reimburse you for the surgery. We may also inform your health plan about a treatment you are going to receive to obtain prior approval or to determine whether your plan will cover the treatment. Refer to page 3 for information on how you may request restriction of disclosure to health plans. Your health information may also be used or disclosed by non-SACHS healthcare providers using our common electronic health record platform (“CareConnect”) to bill your health plan or health insurance for the treatment and services you have received directly from them, in accordance with their use and disclosure practices as described in their Notice of Privacy Practices. A common electronic health record platform means that healthcare providers using CareConnect will have access to the information they need to provide you with care and treatment and bill for services provided. A list of healthcare providers that use CareConnect is available at the website <http://Careconnectpartners.lluh.org>.

3) We May Use or Disclose Your Health Information for Health Care Operations.

- **For example:** Members of the medical and clinical staff, the risk or quality improvement manager, or members of the quality improvement team, may use information in your health record needed to assess the care and outcomes in your case and others like it. This information will then be used in an effort to continually improve the quality and effectiveness of the health care and service we provide. We may also use or disclose information to doctors, nurses, technicians, students, other personnel for review and learning purposes, and as necessary to conduct our business operations, to administer the policies and processes of our health staff, and to comply with the laws that govern health care. Other examples of how we may use or disclose your health information for health care operations include using or disclosing information for compliance and audit activities, customer service initiatives, and the coordination or provision of spiritual care services. We may remove information that identifies you from this set of medical information so others may use it to study health care and health care delivery without learning who you are. For example, your information may be used for purposes of quality assurance and quality improvement by either the clinic or its physicians.



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4) We May Also Use or Disclose Your Health Information for the Following Purposes

Communication with Individuals Involved in Your Care

- We may use or disclose information regarding your location and general condition to notify or assist in notifying a family member, friend, personal representative, or another person responsible for your care. Health professionals, using their best judgment, may disclose to individuals such as family members, other relatives, close personal friends or any other individuals involved in your care, health information about you that is relevant to that person's involvement in your care. We may share portions of your health information to someone responsible for payment related to your care. See page 3 under "Right to Request Restrictions" for information on what to do if you object to our communication with individuals involved in your care.

Disaster Relief Purposes

- In the event of a disaster, we may share your information with other health care professionals, government representatives, or disaster-relief organizations such as the Red Cross, to the extent that it is necessary to respond to the emergency situation so they can coordinate disaster-relief efforts.

Research

- We may use or disclose information to researchers as allowed by law or when their research has been approved by an Institutional Review Board (IRB) or Privacy Board that has reviewed the research proposal and established protocols to ensure the privacy of your health information. We may also use or disclose information about you to people preparing to conduct a research project, for example, to help them look for patients with specific health needs, so long as the health information they review does not leave the facility. Your physician or other caregiver may discuss the possibility of enrolling you in a clinical trial. Disclosures made outside our institution for an IRB/Privacy Board approved research activity where your individual permission is not given, are *included in an Accounting of Disclosures, when required by law*.

Health Information Exchanges

- We may make your health information available electronically through Health Information Exchange (HIE) services or through other electronic exchange networks to facilitate the secure exchange of your health information between and among several health care providers or other health care entities providing treatment to you. This means we may share information we obtain or create about you with your non-LLUH providers who will be able to request and receive a summary of your allergies, medications, medical history, tests, insurance information, and other clinical information, or we may receive information they create or obtain about you so each entity can provide better services and coordination of your care. In cases where your specific consent or authorization is required to disclose certain health information to others, we will not disclose that health information without first obtaining your consent.



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Opt Out - If you are not interested in having your health information shared with other non-SACHS health care providers in the HIE or in other electronic exchange networks, you are entitled to submit a written request to opt-out by contacting your health care provider's office or to the department/address listed in the "Contact Information" section page 14. Data that has already been shared will not be recalled from the non-SACHS provider(s) who have already received it, but your information will no longer be accessible to other non-SACHS health care providers or non-SACHS health care entities participating in the HIE or other electronic exchange networks. If you opt out of sharing your health information via the HIE or other electronic exchange networks and change your mind, you may choose to opt in at a later time by contacting your SACHS health care provider's office or the department/address listed in the "Contact Information" section on page 14.

California Immunization Registry (CAIR)

- We reserve the right to participate in an Immunization Registry with the California Immunization Registry (CAIR), a statewide, confidential database of patient immunization information. The purpose of CAIR is to consolidate immunization information among health care professionals, assure adequate immunization levels, and avoid unnecessary immunizations. Only you, your doctor, or healthcare workers who can assist you have access to your immunization information.
- If you do not want your immunization or tuberculosis (TB) screening test records to be shared with other health care providers, agencies, or schools in the CAIR, fill out and submit a "Decline or Start Sharing/Information Request Form" to CAIR via fax (888-436-8320). The form is available at the CAIR website (<http://cairweb.org/cair-forms/>), or you may contact the CAIR Help Desk (800-578-7889 or CAIRHelpDesk@cdph.ca.gov), or your health care provider for assistance.

Teaching

- As the primary teaching site for Loma Linda University, residents, fellows, and students in medicine, dentistry, nursing, pharmacy, allied health and other graduate studies, may be assisting with your care under the supervision of a licensed health care provider as a part of their professional health care training program.

Healthcare Appointment Reminders

- We may use or disclose your health information to contact you as a reminder that you have an appointment for treatment or health care, or to remind you to follow up on ordered test or labs. The methods of communication may include mail, telephone, fax, electronic mail, or other electronic means.



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Incidental Uses and Disclosures

- There are certain incidental uses or disclosures of your health information that occur while we are providing services to you or conducting our business. For example, we may use your name in the waiting area when you are called back for an appointment, when other individuals waiting in the same area may hear your name called. Other examples of incidental disclosures include but are not limited to clinic visitors overhearing a provider's confidential conversation with another provider or another patient, having a glimpse of patient's information on a sign-in sheet or nursing station whiteboard. We will make reasonable efforts and apply reasonable safeguards and minimum necessary policies and procedures to limit these incidental uses and disclosures.

Treatment Alternatives

- We may use or disclose health information to tell you about or recommend possible treatment options or alternatives that may be of interest to you.

Health-Related Products and Services:

- We may use and disclose health information to tell you about our health-related products or services that may be of interest to you.

Development Activities

- We may contact you as part of a fundraising effort to expand and support health care services, educational programs, and research activities related to curing disease. We may use your name, address, and other limited information allowed by law such as dates on which we provided health care to you in order to contact you and provide you with an opportunity to make a donation to our fundraising programs. We do not access or use your diagnosis or treatment information for fundraising activities, unless we have your written authorization to do so. We will not sell, trade, or loan your information to any third parties, but we may share it with closely related foundations and business associates that assist us in our development activities. Any fundraising communications you receive from us or one of our foundations will include information on how you may opt out from receiving any further fundraising communications.

Medical Committee

- The Medical Committee is responsible for ensuring appropriate conduct of physicians and other licensed health professionals in the provision of patient care and safety within SACHS facilities. It is sometimes necessary for the Medical Committees to conduct an internal review of patient records to ensure quality care by the professionals privileged to practice in our facilities.



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Business Associates

- There are some services provided through contracts with third party organizations (“Business Associates”). We may disclose your health information to our Business Associates as needed in order to accomplish the fulfillment of the contracted services. An example of a business associate is a transcription service we may use for transcribing physician dictation of your health record or a billing service that will bill you or your third-party payer for services rendered to you. Another example is the conducting of patient satisfaction surveys or the sharing of summarized information about patients who have been treated with similar problems, such as cancer or trauma, to registries (e.g., Cancer Registry) for quality improvement purposes. To protect your health information, we require our Business Associates, through contract, to appropriately safeguard the privacy of your health information. In addition, these Business Associates are also governed by federal law and required to comply directly with provisions related to the maintenance of your health information in a confidential manner.

Use or Disclosure Required by Law

We will disclose health information about you when required to do so by federal, state or local law

Public Health

- As required by law, we may disclose your health information to local, state, or federal central registries, public health or legal authorities for activities that include but are not limited to the following: (a) to prevent or control disease, injury or disability; (b) to report births and deaths; (c) to report the abuse or neglect of children, elders and dependent adults; (d) to report reactions to medications or problems with products; (e) to notify people of recalls of products they may be using; (f) to notify a person who may have been exposed to a disease or may be at risk for contracting or spreading a disease or condition; (g) to notify the appropriate government authority if we believe a patient has been the victim of abuse, neglect or domestic violence. We will only make this disclosure if you agree or when required or authorized by law. *(Included in an Accounting of Disclosures)*

Food and Drug Administration (FDA)

- We may disclose to the FDA health information relative to adverse events with respect to food, supplements, product defects, or post marketing surveillance information to enable product recalls, repairs, or replacement. *(Included in an Accounting of Disclosures)*

Workers’ Compensation

- We may disclose health information to the extent authorized by and to the extent necessary to comply with laws relating to workers compensation or other similar programs established by law. *(Included in an Accounting of Disclosures)*



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Health Oversight Activities

- We may disclose health information to a health oversight agency for activities authorized by law. Health oversight agencies include the Centers for Medicare and Medicaid Services (CMS), the Joint Commission, the Department of Health Services (DHS), the Department of Health and Human Services (HHS), and other state or federal regulatory agencies. Oversight activities include, for example, audits, investigations, inspections and licensure. *(Included in an Accounting of Disclosures)*

Correctional Institution

- Should you be an inmate of a correctional institution, we may disclose to the institution or agents thereof health information necessary for your health and the health and safety of other individuals.

Law Enforcement

- We may disclose health information for law enforcement purposes as required or allowed by law or in response to a valid subpoena. *(Included in an Accounting of Disclosures)*

Lawsuits and Disputes

- If you are involved in a lawsuit or dispute, we may disclose health information about you in response to a court or administrative order. We may also disclose health information about you in response to a subpoena, discovery request, or other lawful process by someone else involved in the dispute, but only if efforts have been made to tell you about the request by that person, (e.g., notice to consumer), which would give you an opportunity to obtain an order protecting the information requested. *(Included in an Accounting of Disclosures)*

To Avert a Serious Threat to Health or Safety

- We may use and disclose health information about you when necessary to prevent a serious threat to your health and safety or the health and safety of the public or another person. Any disclosure, however, would only be to someone able to help prevent the threat. *(Included in an Accounting of Disclosures)*

Coroners, Medical Examiners, and Funeral Directors

- Consistent with applicable law, we may disclose your health information to funeral directors to carry out their duties. *(Included in an Accounting of Disclosures)*

Organ, Eye, and Tissue Procurement Organizations

- Consistent with applicable law, we may disclose your health information to organ procurement organizations or other entities engaged in the procurement, banking, or transplantation of organs and/or tissues for the purpose of tissue donation and transplant. *(Included in an Accounting of Disclosures)*



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Uses and Disclosures Requiring Your Authorization

Marketing Activities

- We are not permitted to provide your health information to any other person or company for marketing to you of any products or services, unless with your express written authorization. We are also not permitted to receive payment in exchange for making such marketing communication to you. We may, however, provide you with marketing materials in a face-to-face encounter without obtaining your authorization. In addition, we may tell you about our own health care products and services relating to your treatment, case management or care coordination, or alternative treatments, therapies, providers or care settings without obtaining your authorization. We are also permitted to give you a promotional gift of nominal value, if we so choose, without obtaining your authorization.

Sale of Health Information

- We are not permitted to receive payments for the sale of your health information, unless we receive express authorization from you. Such authorization will state that the disclosure will result in remuneration to our organization

Genetic Information

- Certain federal and state laws may require special privacy protections that restrict the use and disclosure of certain health information, including genetic information. For example, we might talk to your provider to suggest a disease management or wellness program that could help improve your health however; we will not use or disclose your genetic information for underwriting purposes.

Other Uses and Disclosures of Health Information

- Other uses and disclosures of health information not covered by this notice or the laws that apply to us will be made only with your written permission (e.g., most uses and disclosures of psychotherapy notes). If you provide us permission to use or disclose health information about you, you may revoke that permission, in writing, at any time. If you revoke your permission, this will stop any further use or disclosure of your health information for the purposes covered by your written authorization, except if we have already acted in reliance on your permission. You understand that we are unable to take back any disclosures we have already made with your permission, and that we are required to retain our records of the care that we provided to you.



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IV. Our Responsibilities

SACHS Clinic, as a part of this LLUH OHCA, is required to:

- maintain the privacy of your health information
- provide you with a notice as to our legal duties and privacy practices with respect to information we collect and maintain about you
- abide by the terms of this notice

V. Other Important Information

Changes to this Notice

We reserve the right to change the terms of this notice and to make the new provisions effective for health information we maintain. We will post a copy of the current notice at each affiliated site and on our website at www.sachealthsystem.org. The notice will contain its effective date in the top right-hand corner of its first page.

For More Information or to Report a Problem

If you believe your privacy rights have been violated, you may file a complaint. To file a complaint, contact the Compliance Department listed in the Contact Information section on page 14. All complaints must be submitted in writing. There will be no retaliation for filing a complaint.

You may also file a complaint with the Secretary of the U.S. Department of Health and Human Services. Our Compliance Department can provide you with the appropriate address upon request.



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IMPORTANT CONTACT INFORMATION			
Contact Reason	Contact Person or Department		
<ul style="list-style-type: none"> * Requests to Access, Inspect and Obtain Copy of lab results, Health and/or Billing Records * Requests to Amend your Health and/or Billing Record * Requests for an Accounting of Disclosures 	<u>LLU Medical Center</u> Health Information Management 101 East Redlands Blvd. Suite 1200 San Bernardino, CA 92408 Tel: 909-651-4191	<u>LLUHC-Faculty Groups</u> Health Information Management 101 East Redlands Blvd. Suite 1100 San Bernardino, CA 92408 Tel: 909-651-3001	<u>LLU Medical Center – Murrieta</u> Health Information Management 28078 Baxter Road Suite 526 Murrieta, CA 92563 Tel: 951-290-4510
	<u>LLUBMC</u> Health Information Management 1710 Barton Road Redlands, CA 92374 Tel: 909-558-9250	<u>LLU Clinics</u> See list of LLU Clinics and addresses below	<u>SAC Health System (SACHS)</u> 1455 East Third Street San Bernardino, CA 92410 909-382-7100
* Request for Restrictions	Make request directly to your health care provider. If you are an inpatient, you can also make your request to the Medical Records Department.		
* Requests for Alternate Means of Communication	Make request directly to your health care provider		
* Complaints (in writing)	<u>LLU Medical Center</u> Patient Relations 11234 Anderson Street Loma Linda 92354	<u>LLUHC-Faculty Groups</u> Patient Relations 11370 Anderson Street Loma Linda, CA 92354	<u>LLU Medical Center – Murrieta</u> Patient Relations 28062 Baxter Road Murrieta, CA 92563
	<u>LLUBMC</u> Patient Relations 1710 Barton Road Redlands, CA 92374	<u>LLU Clinics</u> See list of LLU Clinics and addresses below	<u>SAC Health System (SACHS)</u> 1455 East Third Steet San Bernardino, CA 92410
Privacy Complaint Telephone Line	909-558-8282		

Contact Information for LLU Clinics		
Clinic	Address	Telephone
Center for Health Promotion (CHP)	Evans Hall, 24785 Stewart Street, Loma Linda, CA 92354	909-558-4594
School of Dentistry	11092 Anderson Street, Loma Linda, CA 92354	909-558-4222



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Entities That Are Included in the Loma Linda University Health (LLUH) Organized Health Care Arrangement (OHCA)

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Loma Linda University Medical Center (LLUMC) *(to include but not limited to)*

- Loma Linda University Medical Center – East Campus Hospital
- Loma Linda University Surgical Hospital

Loma Linda University Children’s Hospital (LLUCH)

Loma Linda University Medical Center – Murrieta (LLUMC-M)

Loma Linda University Behavioral Medicine Center (LLUBMC)

Loma Linda University Health Care (LLUHC)

Loma Linda University Faculty Practice Plan (LLUFPP)

- Faculty Physicians and Surgeons of Loma Linda University School of Medicine (LLUSM)
- Faculty Medical Group of LLUSM
- Loma Linda University Anesthesiology Medical Group, Inc.
- Loma Linda University Pathology Medical Group, Inc.
- Loma Linda University Radiation Medicine

Loma Linda University

Loma Linda Inland Empire Consortium for Healthcare Education (LLIECHE)

Behavioral Health Institute (BHI)

Beaumont Surgery Center, LLC dba Highland Springs Surgical Center