

# Planned Parenthood of the Pacific Southwest (PPPSW): Guide for Patients Requesting Information

## Your Rights

As a patient of PPPSW, you have a right to:

- Access the information PPPSW keeps about you. This may include records related to your visits and procedures, test results, and doctors' notes.
- Tell us to send your information to others, if we keep that information in electronic form.

## Format of Information and Method of Delivery

If you want to access your information and it is not on the patient portal or you cannot access the patient portal, you can let us know by telling us in person, calling, emailing, or sending us a request in the mail. You may ask to view your information in person, have us mail it to you or email you, or view it on our patient portal. We will try to provide your information in the format and via the method you ask for, but we may have to provide information in an alternative manner if it's not feasible to follow your request. We will respond to your request as soon as reasonably possible.

## Limits on Information

Your right to information extends to your medical records, billing records, and other information that PPPSW keeps about you for clinical purposes. If you want information about services received from other Planned Parenthood affiliates, you should contact those organizations directly.

In rare cases, we may deny your request for information. For example, if we believe supplying you with certain information could lead to physical harm to you or someone else, we will withhold that information. In some cases, you have a right to appeal our denial.

## Patient Apps

Some apps you can download on your cell phone offer to collect and organize your health information for you. You can ask us to send your electronic information to such apps, and we will follow your request unless it is infeasible to do so or sending the information creates a security risk.

Unlike PPPSW, these apps typically are not subject to HIPAA and other health care privacy laws. Some apps may be careful to protect your health information, but others may not. Before you decide to use any, we recommend that you review the app's Privacy Statement and Terms of Use to see how it will handle your data. If you are looking for more information on health care apps, you can visit <https://myhealthapplication.com/>, a resource developed by a non-profit called the Carin Alliance.

## Fees

You usually will be able to receive your health information free of charge. However, in rare cases we may charge a fee in order to cover the costs of responding to your request.

## Further Questions

If you have any additional questions, please reach out to Medical Records at [medicalrecords@planned.org](mailto:medicalrecords@planned.org) or 619-881-4530.