Compliance

The Health Care District of Palm Beach County is committed to maintaining an organizational and accountability structure which assures compliance with governmental laws, rules and regulations, enhances health care operations, improves the quality of health care services and supports the District's Standards of Conduct and zero tolerance for fraud, abuse and waste.

- Standards of Conduct
- Notice of Privacy Practices
- Privacy Policy & Disclaimer
- Non-Discrimination Notice
- ADA Notice
- False Claims Prevention: Policy and Procedure (PDF)
- Social Media Terms and Conditions
- Department of Transportation

Please note: For COVID-19 Vaccine Scheduling please visit vaccine.hcdpbc.org or call the Vaccine Hotline at 561-804-4115

Standards of Conduct

The Health Care District has developed this Standards of Conduct booklet (PDF) to express its commitment to and support for the values of the organization.

Honesty, Integrity, and Accountability are more than just concepts at the District; they are the Standards we embrace and demonstrate in our daily

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work: in our relationships with our patients, residents, health plan members and business partners, and ultimately, in the quality services we provide.

Compliance Hotline 1-866-633-7233

View the Standards of Conduct booklet (PDF)

Notice of Privacy Practices

We understand that medical information about you and health is personal. Protecting medical information about you is important. We create a record of the care and services you receive. We need this record to provide you with quality care and to comply with certain legal requirements.

See the detailed notice (PDF) [Creole] [Spanish] about all the records of your care held by the Health Care District of Palm Beach County, whether made by health care professionals or other personnel. This notice will tell you about the ways in which we may use and disclose medical information about you. We also describe your rights and certain obligations we have regarding the use and disclosure of medical information.

Privacy Policy and Disclaimer

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Privacy Policy:

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Correspondence via E-mail:

Under Florida law, e-mail addresses are public records. If you do not want your e-mail address released in response to a public records request, do not send electronic mail to this entity. Instead, contact this office by phone or in writing.

Website Privacy Policy

When you visit the Health Care District of Palm Beach County web site, we use automated tools to log information about each visit. We process this information in the aggregate to determine site performance issues, such as popular pages, most frequently downloaded forms, and other site performance characteristics. This information does not identify you personally. We do not track or record information about individuals and their visits.

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Website Security Policy

We attempt to ensure that Health Care District of Palm Beach County web site remains available to all users by employing software programs to monitor network traffic to identify unauthorized attempts to upload or change information, or otherwise cause damage.

If you have any questions or concerns, please e-mail the Health Care District's Privacy Officer at Privacy@hcdpbc.org or call (561) 804-5600, ext. 295524.

Non-Discrimination Notice

The District complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. The District does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

The District:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
  - Qualified sign language interpreters
  - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
  - Qualified interpreters

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- Information written in other languages

If you need these services, contact the facilities Non-Discrimination Coordinator or Administration.

If you believe that the District has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with:

Health Care District of Palm Beach County
Compliance Department
1515 N. Flagler Dr., Suite 101
West Palm Beach, FL 33401-3429
561-804-5600 ext. 295524
nondiscrimination@hcdpbc.org

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, a Non-Discrimination Coordinator is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at https://ocrportal.hhs.gov/ocr/portal/lobby.jsf, or by mail or phone at:

U.S. Department of Health and Human Services
200 Independence Avenue, SW
Room 509F, HHH Building
Washington, D.C. 20201

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1-800-368-1019, 800-537-7697 (TDD)

Complaint forms are available at http://www.hhs.gov/ocr/office/file/index.html.

ATTENTION: Language assistance services are available to you at no charge.

Spanish: ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-866-874-3972 (TTY: 1-800-955-8771).

French Creole: ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 1-866-874-3972 (TTY: 1-800-955-8771).

Vietnamese: CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-866-874-3972 (TTY: 1-800-955-8771).

Portuguese: ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 1-866-874-3972 (TTY: 1-800-955-8771).

Chinese: 注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-866-874-3972（TTY：1-800-955-8771）

French: ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-866-874-3972 (ATS: 1-800-955-8771).

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Tagalog: PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-866-874-3972 (TTY: 1-800-955-8771).

Russian: ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-866-874-3972 (телетайп: 1-800-955-8771).

Arabic: ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-866-874-3972.

Italian: ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1-866-874-3972 (TTY: 1-800-955-8771).

German: ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-866-874-3972 (TTY: 1-800-955-8771).

Korean: 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-866-874-3972 (TTY: 1-800-955-8771)번으로 전화해 주십시오.

Polish: UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1-866-874-3972 (TTY: 1-800-955-8771).

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Gujarati: સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 1-866-874-3972 (TTY: 1-800-955-8771).

Thai: **เรียน**: **ถ้าคุณพูดภาษาไทยคุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทร** 1-866-874-3972 (TTY: 1-800-955-8771).

ADA Notice

The Health Care District of Palm Beach County is committed to making our website / social media accessible and user-friendly for everyone. If you are having difficulty viewing or navigating the content on our website, or notice any content, feature or functionality that you believe is not fully accessible to individuals with disabilities, please call our Communications Department at 561-804-5600 or e-mail us at ces@hcdpbc.org. If hearing impaired, please contact the Florida Relay Services at 7-1-1 for assistance. We take your feedback seriously and will consider it as we evaluate possible accommodations. Please note that the Health Care District does not control vendors of third-party digital content, to the extent possible, we strongly encourage such vendors to provide content that is accessible and user-friendly.

Social Media Terms and Conditions

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Welcome

The Health Care District of Palm Beach County welcomes interaction with the community about health care through its social media sites, which include but are not limited to Facebook, Twitter, LinkedIn, Instagram, YouTube and Vimeo. By accessing, viewing and/or posting any content to any Health Care District social media site, you agree to the following terms. Your use of any Health Care District social media sites is acceptance of these terms.

Terms of use

You must be at least 13 years old to participate in the Health Care District's social media venues. Be aware that any content you post to a Health Care District social networking site is publicly accessible on the Internet. Should you wish to communicate with us in a more confidential manner, other than a social media site may allow, please contact us by email or postal mail.

You understand and agree that, except for information, products or services clearly identified as being supplied by Health Care District, the Health Care District does not operate, control or endorse any information, products or services on the Internet.

You also understand that the Health Care District cannot and does not guarantee or warrant that any files available for downloading through a social media site will be free of infection or viruses, worms, Trojan horses or other code that manifests contaminating or destructive properties. Each user is responsible for implementing sufficient procedures and safeguards to satisfy his or her particular requirements for accuracy of data input and output and for maintaining a means external to this social media site for the

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reconstruction of any lost data. The Health Care District does not assume any responsibility or risk for your use of any of its social media venues.

We moderate all comments received and reserve the right to immediately remove any content we deem to be inappropriate. In addition, by posting content on any Health Care District social media site, you grant to the Health Care District the right to reproduce, distribute, publish, and display such content. Derivative works may also be created and used for any purpose in any form on any media.

As a guest posting content or comments to any Health Care District social media site on the internet, you agree to the following terms.

I will not:

- Upload or transmit any communications or content of any type that may infringe or violate any rights of any party, including photos, intellectual property, private/confidential collateral or publicity rights
- Use this website for any purpose in violation of local, state, national or international laws
- Use this site as a means to distribute advertising, spam, or other unsolicited material to any third party
- Use this website to post or transmit material that is unlawful, obscene, defamatory, threatening, harassing, abusive, slanderous, hateful or embarrassing to any other person or entity
- Post private health information or other confidential information that is not my own.

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The Health Care District reserves the right to:

- Remove communications that violate these terms and conditions
- Remove any communications posted regardless of whether such communications violate these standards
- Ban future posts from guests who violate these terms and conditions.

Public records

All comments on the Health Care District's social media sites are subject to Florida's public records law. If you do not want your information released in response to a public records request, do not post information to our social media sites.

Personal Health Information

When posting any content on any Internet site, you should think carefully about your own privacy in disclosing detailed or private information, including personal health information, about yourself and your family. You agree that you will indemnify the Health Care District against any damages, losses, liabilities, judgments, costs or expenses (including reasonable attorneys' fees and costs) arising out of a claim by a third party relating to any material you have posted.

Health care disclaimer

The Health Care District does not give medical advice via its online services, which includes its social media sites. If you are seeking specific medical advice, please contact a doctor’s office or call 911 in the case of an emergency.

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How can I contact the Department of Transportation?

You can contact the Department of Transportation by mail or website.

The mailing address is:

Aviation Consumer Protection Division, C-75
U.S. Department of Transportation
1200 New Jersey Ave, S.E.
Washington, D.C. 20590

Internet site:

www.dot.gov/airconsumer

U.S. Department of Transportation
Aviation Consumer Advocate Hotline:

202-366-2220

Free viewers are required for some of the attached documents. They can be downloaded by clicking on the icons below.



Support

Notice of Privacy Practices

Privacy Policy & Disclaimer

Non-discrimination Notice

ADA Notice

Department of Transportation Notice

Hospital Price Transparency

HCD Facial Covering Policy

Careers - Current Team Members

Compliance

Compliance Hotline: 1-866-633-7233

Compliance Page

Public Meetings

read all public meetings

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Medical Executive Committee

Date: April 02, 2024

Location:

In-Person & Zoom Meeting - SEE MEETING DETAILS INCLUDED.

Lakeside Medical Center
39200 Hooker Highway
Belle Glade, FL 33430

Social Media

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