

Notice of Privacy Practices for Protected Health Information

New Haven Home Recovery, Inc.

This Notice is Effective as of April 1, 2003

If you have any questions regarding this Notice:

Call: 203-492-4866

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.

Introduction

New Haven Home Recovery, Inc. wants you to know that the information maintained in your client record remains confidential and secure and can be accessed only by individuals authorized to do so. This Notice of Privacy Practices for Protected Health Information (Notice) describes how your information is maintained, who has access to your information, and your rights to access the information in your record.

- A representative of New Haven Home Recovery, Inc. will review this Notice with you on the day you receive your first service, and then provide you with a copy of it for your records.
- If New Haven Home Recovery, Inc. changes the privacy practices it uses to keep your records confidential, you will receive this information within 60 days of the change.
- Every three years a representative of New Haven Home Recovery, Inc. will review the Notice with you and provide you with a new copy.
- You can obtain a copy of this Notice at the reception desk located at New Haven Home Recovery, Inc.
- You can review this Notice on New Haven Home Recovery, Inc. website at: www.columbushouse.org.
- This Notice is displayed in different areas throughout New Haven Home Recovery, Inc. offices and satellite locations.
- Copies of this Notice and any other previous versions of this Notice are maintained in the office of the Administrative Assistant to the Executive Director of New Haven Home Recovery, Inc.

New Haven Home Recovery, Inc. Pledge Regarding Your Medical Information

New Haven Home Recovery, Inc. understands that your medical information about you and your health is personal. We are committed to protecting your medical information. New Haven Home Recovery, Inc. creates a record of the care and service you receive at the agency. We need this record to provide you with quality care and to comply with certain legal requirements. This Notice applies to all of the records of your care generated by New Haven Home Recovery, Inc. This Notice tells you about the ways in which New Haven Home Recovery, Inc. may use and disclose your medical information. It also describes your rights and certain obligations New Haven Home Recovery, Inc. has regarding the use and disclosure of your medical information.

New Haven Home Recovery, Inc. is required by law to:

- Make sure that medical information that identifies you is kept private
- Give you this Notice of New Haven Home Recovery, Inc. legal duties and privacy practices with respect to your medical information
- Follow the terms of the Notice that is currently in effect

How will your Protected Health Information Be Used?

The following sections describe how New Haven Home Recovery, Inc. uses and discloses information about you in order to provide you with service. In many cases an example will be included in the section in order to offer you a clearer understanding of how your information will be shared.

Care and Treatment - New Haven Home Recovery, Inc. may share your medical information with doctors, nurses, social workers, or other staff to provide or coordinate your services. New Haven Home Recovery, Inc. may also share your information with other programs within our agency in order to coordinate other services such as housing and food needs. Finally, your information may be shared with people helping you with your care who are outside of New Haven Home Recovery, Inc., including family members, clergy, or others.

Example - New Haven Home Recovery, Inc. may need to share the fact that you are allergic to sulfa medications so that you are not prescribed a sulfa-based medication for pneumonia. Or, the social worker may need to tell the Food Pantry staff that you have diabetes so that you receive the appropriate food parcels.

Example - New Haven Home Recovery, Inc. may tell your health plan or your third party payer about a treatment you are going to receive in order to obtain prior approval or to determine whether your plan will pay for the treatment.

Health Care Operations - New Haven Home Recovery, Inc. may use and disclose your medical information for agency operations. These operations are necessary to run the agency and to make sure that all clients receive quality care.

Example - We may use your medical information to review the treatment and services that you have received from New Haven Home Recovery, Inc. and to evaluate the performance of our staff in delivering those services. New Haven Home Recovery, Inc. may also combine your medical information with the medical information of other clients to decide what other or additional services the agency might offer, what services the agency should not offer, and whether treatment services are effective. We may use your medical information to for teaching opportunities with staff. New Haven Home Recovery, Inc. may combine your medical information with the medical information of other clients from other agencies to compare services and determine where improvements might be made. New Haven Home Recovery, Inc. may remove information that identifies you from this information so other people may use the information to study health care and services without knowing who you are.

Appointment Reminders - New Haven Home Recovery, Inc. may use and disclose your medical information to contact you to remind you that you have an appointment for treatment or services from our agency.

Treatment Alternatives - New Haven Home Recovery, Inc. may use and disclose your medical information to tell you about or recommend possible treatment or service options or alternatives that might interest you.

Health Related Benefits and Services - New Haven Home Recovery, Inc. may use and disclose your medical information to tell you about health related benefits or services that might interest you.

Research - Under certain circumstances, New Haven Home Recovery, Inc. may use and disclose your medical information for research purposes. New Haven Home Recovery, Inc. will almost always ask for your specific permission if the researcher will access to your name, address, or other information that reveals who you are, or will be involved in your care at the agency.

Example - A research project may involve comparing the health and recovery of all clients who received one medication to those who received another, for the same condition.

Note: All research projects are subject to a special approval process. This process evaluates a proposed research project and its use of medical information, trying to balance the research needs with the client's need for privacy of their medical information. Before New Haven Home Recovery, Inc. uses or discloses your medical information for

research, the project will have been approved through this research approval process, but we may, however, disclose medical information about you to people preparing to conduct a research project. For example, the research project may look for clients with specific medical needs, so long as the medical information they review does not leave the agency.

As Required by Law – New Haven Home Recovery, Inc. will disclose medical information about you when required to do so by federal, state, or local law.

To Avert a Serious Threat to Health or Safety – New Haven Home Recovery, Inc. may use and disclose your medical information when necessary to prevent a serious threat to your health and safety or the health and safety of the public or another person. However, any disclosure will only be made to someone able to help prevent the threat.

Military and Veterans – If you are a member of the armed forces, New Haven Home Recovery, Inc. may release your medical information as required by military command authorities. New Haven Home Recovery, Inc. may also release your medical information about foreign military personnel to the appropriate foreign military authority.

Workers Compensation – New Haven Home Recovery, Inc. may release your medical information for worker's compensation or similar programs. These programs provide benefits for work-related injuries or illness.

Public Health Risks – New Haven Home Recovery, Inc. may disclose your medical information for public health activities. The following activities generally include:

- To prevent or control disease, injury, or disability
- To report births and deaths
- To report child abuse or neglect
- To report reactions to medications or problems with products
- To notify people of recalls of products they may be using
- To notify a person who may be exposed to a disease or may be at risk for contracting or spreading a disease or condition
- To notify the appropriate government authority if we believe you have been a victim of abuse, neglect, or domestic violence. New Haven Home Recovery, Inc. will only make this disclosure if you agree or when required or authorized by law.

Health Oversight Activities – New Haven Home Recovery, Inc. may disclose your medical information to a health oversight agency for activities authorized by law. These oversight activities may include, audits, investigations, inspections, and licensure. These activities are necessary for the government to monitor the health care system, government programs, and compliance with civil rights laws.

Lawsuits and Disputes – If you are involved in a lawsuit or dispute, New Haven Home Recovery, Inc. may disclose your medical information in response to a court or administrative order. We may disclose your medical information in response to a subpoena, discovery request, or other lawful process by someone else involved in the dispute. New Haven Home Recovery, Inc. will do this only after making efforts to tell you about the request or to obtain an order protecting the information requested.

Law Enforcement – New Haven Home Recovery, Inc. may release your medical information if asked to do so by a law enforcement official. This may include:

- In response to a court order, subpoena, warrant, summons or similar process
- To identify or locate a suspect, fugitive, material witness, or missing person
- About the victim of a crime if, under certain limited circumstances, New Haven Home Recovery, Inc. is unable to obtain the person's agreement
- About a death New Haven Home Recovery, Inc. believes may be the result of criminal conduct

- In emergency circumstances to report a crime, the location of the crime or victims, the identity, or description or location of the person who committed the crime

Coroners, Medical Examiners, and Funeral Directors – New Haven Home Recovery, Inc. may release your medical information to a coroner or medical examiner. New Haven Home Recovery, Inc. may also release medical information about clients of the agency to funeral directors as necessary to carry out their duties.

Example – To identify a deceased person or determine the cause of death.

National Security and Intelligence Activities – New Haven Home Recovery, Inc. may release your medical information to authorized federal officials for intelligence, counterintelligence, and other national security activities authorized by law.

Inmates – If you are an inmate of a correctional institution or under the custody of a law enforcement official, New Haven Home Recovery, Inc. may release your medical information to the correctional institution or law enforcement official. This release would be necessary:

- For the institution to provide you with health care
- To protect your health and safety or the health and safety of others
- For the safety and security of the correctional institution

Other Uses of Medical Information – Other uses and disclosures of your medical information not covered by this Notice or the laws that apply to New Haven Home Recovery, Inc. will be made only with your written permission. If you provide New Haven Home Recovery, Inc. with permission to use or disclose your medical information, you may revoke that permission, in writing, at any time. If you revoke your permission, New Haven Home Recovery, Inc. will no longer use or disclose your medical information for the reasons covered by your written authorization.

Understand that New Haven Home Recovery, Inc. is 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.

Who Will Follow this Notice?

This Notice describes New Haven Home Recovery, Inc. practices and that of:

- any health care professional authorized to enter information into your client record
- all departments and programs of New Haven Home Recovery, Inc.
- any member of a volunteer group that New Haven Home Recovery, Inc. allows to help you while you are a client of New Haven Home Recovery, Inc.
- all employees, staff, and other agency personnel

New Haven Home Recovery, Inc. and all of its programs follow the terms of this Notice. The programs of New Haven Home Recovery, Inc. may share your medical information with each other for treatment, payment or agency operation purposes described in this Notice.

Your Rights Regarding Your Medical Information

You have the following rights regarding the information we maintain about you:

Right to Inspect and Copy – You have the right to inspect and copy medical information that may be used to make decisions about your care. Usually, this includes medical and billing records, but does not include psychotherapy / progress notes.

If you want to inspect and copy your medical information used to make decisions about you, you must submit your request in writing to Director of Programs, at New Haven Home Recovery, Inc., 153 East Street, New Haven, CT 06511. If you request a copy of this information, New Haven Home Recovery, Inc. may charge a fee for the costs of copying, mailing, or other supplies associated with your request.

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In certain very limited circumstances, New Haven Home Recovery, Inc. may deny your request to inspect and copy your medical records. If you are denied access to your medical information, you may request that the denial be reviewed. Another licensed health care professional chosen by the agency will review your request and the denial. The person conducting the review will not be the person who denied your request. New Haven Home Recovery, Inc. will comply with the outcome of the review.

Right to Amend – If you feel that your medical information is incorrect or incomplete, you may ask New Haven Home Recovery, Inc. to amend the information. You have the right to request an amendment for as long as the information is kept by or for the agency.

If you want to request an amendment, your request must be made in writing and submitted to Director of Programs, at New Haven Home Recovery, Inc. at 153 East Street Boulevard, New Haven, CT 06511. In addition, you must provide a reason that supports your request. New Haven Home Recovery, Inc. 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, New Haven Home Recovery, Inc. may deny your request if you ask us to amend information that:

- Was not created by New Haven Home Recovery, Inc., unless the person or entity that created the information is no longer available to make the amendment
- Is not part of the medical information kept by or for the agency.
- Is not part of the information which you would be permitted to inspect and copy
- Is accurate and complete

Right to an Accounting of Disclosures – You have the right to request an *accounting of disclosures*. This is a list of the disclosures New Haven Home Recovery, Inc. has made of your medical information.

If you want to request a list of the disclosures of your medical information, your request must be made in writing and submitted to: Director of Programs, New Haven Home Recovery, Inc., 153 East Street, New Haven, CT 06511. Your request must include a time period, which may not be longer than six (6) years and may not include dates before February 26, 2003. Your request should indicate the form in which you want the list – on paper or electronically. The first list you request within a twelve (12) month period is free. For additional lists, New Haven Home Recovery, Inc. may charge you for the costs associated with providing you the list. New Haven Home Recovery, Inc. will notify you of the cost involved and you may choose to withdraw or modify your request at that time, before any costs are incurred.

Right to Request Restrictions – You have the right to request a restriction or limitation on the medical information New Haven Home Recovery, Inc. uses or discloses about you for your treatment, payment, or health care operations. You also have the right to request a limit on the medical information New Haven Home Recovery, Inc. discloses about you to someone who is involved in your care or the payment for your care, like a family member or friend.

Example – You could ask that New Haven Home Recovery, Inc. not use or disclose information about a surgery you had.

Note: New Haven Home Recovery, Inc. **is not required to agree to your request.** If New Haven Home Recovery, Inc. does agree, we will comply with your request unless the information is needed to provide you emergency treatment.

If you want to request a restriction, you must make your request in writing to Director of Program, at 153 East Street, New Haven, CT 06511.

In your request, you must tell New Haven Home Recovery, Inc.:

- The information you want to limit
- Whether you want to limit New Haven Home Recovery, Inc. use, disclosure, or both
- To whom you want the limits to apply, for example to your spouse

Right to Request Confidential Communications – You have the right to request that New Haven Home Recovery, Inc. communicate with you about medical matters in a certain way or at a certain location.

Example – You can ask that New Haven Home Recovery, Inc. only contact you at work or by mail.

If you want to request confidential communications, you must make your request in writing to Director of programs, at New Haven Home Recovery, Inc., 153 East Street New Haven, CT 06511.

New Haven Home Recovery, Inc. will not ask you the reason for your request. We will accommodate all reasonable requests. Your request must specify how or where you wish to be contacted.

Right to a Paper Copy of this Notice – You have the right to a paper copy of this Notice. You may ask us to give you a copy of this Notice at any time. Even if you have agreed to receive this notice electronically, you are still entitled to a paper copy.

Complaints

If you believe your privacy rights have been violated, you may file a complaint in writing with this agency or with the Secretary of the Department of Health and Human Services.

To file a complaint with this agency, contact:

<u>My Agency's Staff Member</u>	<u>Kara Capone</u>
Title	<u>Director of Program</u>
Phone Number	<u>203-492-4866</u>

You will not be penalized for filing a complaint.

Changes to this Notice

New Haven Home Recovery, Inc. reserves the right to change this Notice. We reserve the right to make the revised or changed notice effective for medical information we already have about you as well as any information we receive in the future. New Haven Home Recovery, Inc. will post a copy of the current Notice at our office. The Notice will contain on the first page, in the right hand corner, its effective date. In addition, each time you receive services we will offer you a copy of the current Notice in effect.