



## NOTICE OF PRIVACY PRACTICES

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.

We respect individual confidentiality and only release medical information about you in accordance with the Illinois and federal law. This notice describes our policies related to the use of records of your care generated by the Illinois Crisis Prevention Network. ICPN is a collaborative relationship between two agencies: The Hope Institute for Children & Families and Trinity Services, Inc.

### USE AND DISCLOSURE OF PROTECTED HEALTH INFORMATION

In order to effectively provide you care, there are times when we will need to share your medical information with others beyond our agency. This includes for:

Treatment: We may use or disclose medical information about you to provide, coordinate, or manage your care or any related services, including sharing information with others outside our agency that we are consulting with or referring you to.

Payment: Information will be used to obtain payment for the treatment and services provided. This will include contacting your health insurance company for prior approval of planned treatment or for billing purposes.

Healthcare Operations: We may use information about you to coordinate our business activities. This may include setting up your appointments, reviewing your care, training staff.

**Information Disclosed Without Your Consent.** Under Illinois and federal law, information about you may be disclosed without your consent in the following circumstances.

Emergencies: Sufficient information may be shared to address the immediate emergency you are facing.

Follow Up Appointments/Care: We will be contacting you to remind you of future appointments or information about treatment alternatives or other health-related benefits and services that may be of interest to you.

As Required by Law: This would include situations where we have a subpoena, court order, or are mandated to provide public health information, such as communicable diseases or suspected abuse and neglect such as child abuse, elder abuse, or institutional abuse.

Coroners, Funeral Directors, and Organ Donation: We may disclose medical information to a coroner or medical examiner and funeral directors for the purposes of carrying out their duties. When organs are donated sufficient information will be provided to the program as necessary to facilitate the organ or tissue donation.

Governmental Requirements: We may disclose information to a health oversight agency for activities authorized by law, such as audits, investigations, inspections and licensure. There also might be a need to share information with the Food and Drug Administration related to adverse events or product defects. We are also required to share information, if requested, with the Department of Health and Human Services to determine our compliance with federal laws related to health care.

Criminal Activity or Danger to Others: If a crime is committed on our premises or against our personnel we may share information with law enforcement to apprehend the criminal. We also have the right to involve law enforcement when we believe an immediate danger may occur to someone.

Fundraising: As a not for profit provider of health care services we need assistance in raising money to carry out our mission. It is not our practice to ask clients to participate in our fundraising events.

## **INDIVIDUAL RIGHTS**

You have the following rights under Illinois and federal law:

Copy of Record: You are entitled to inspect the record our agency has generated about you. We may charge you a reasonable fee for copying and mailing your record.

Release of Records: You may consent in writing to release your records to others, for any purpose you choose. This could include your attorney, employer, or others who you wish to have knowledge of your care. You may revoke this consent at any time, but only to the extent no action has been taken in reliance on your prior authorization.

Restriction on Record: You may ask us not to use or disclose part of your information. This request must be in writing. The agency is not required to agree to your request if we believe it is in your best interest to permit use and disclosure of the information.

Contacting You: You may request in writing that we send information to another address or by alternative means. We will honor such request as long as it is reasonable and we are assured it is correct. We have a right to verify that the payment information you provide is correct. We also will provide you with information via email or fax if you

specifically request it in writing. However, you should be aware that email is an unprotected method of communication, similar to fax transfers, and your confidentiality could be compromised by using these methods of electronic transfer of data.

Amending Record: If you believe that something in your record is incorrect or incomplete, you may request we amend it. To complete this process, contact the Director of ICPN for either Trinity Services, Inc. or The Hope Institute for Children & Families. In certain cases, we may deny your request. If we deny your request for an amendment you have a right to file a statement you disagree with us. We will then file our response and your statement and our response will be added to your record.

Accounting for Disclosures: You may request an accounting of any disclosures we have made related to your medical information, except for information we used for treatment, payment, or health care operations purposes or that we shared with you or your family, or information that you gave us specific consent to release. It also excludes information we were required to release.

Questions and Complaints: If you have any questions, or wish a copy of this Policy or have any complaints you may contact the Director of ICPN for either Trinity Services, Inc. or The Hope Institute for Children & Families in writing for further information. You also may complain to the Secretary of Health and Human Services if you believe our agency has violated your privacy rights. We will not retaliate against you for filing a complaint.

Changes in Policy: The Hope Institute for Children & Families and Trinity Services, Inc. reserves the right to change its Privacy Policy based on the needs of the agencies and changes in state and federal law.