

The Arc in Hawaii
Notice of Privacy Practices

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

I. CONTACT PERSON. If you have any questions about this Notice of Privacy Practices (Notice), please contact Christina J. Hogan, Training Coordinator and HIPAA Officer at 808-737-7995.

II. EFFECTIVE DATE OF THIS NOTICE.

The effective date of this Notice is April 26, 2003.

III. USE AND DISCLOSURE OF HEALTH INFORMATION. The Arc in Hawaii ["Arc"] may use your health information, information that constitutes protected health information as defined in the Privacy Rule of the Administrative Simplification provisions of the Health Insurance Portability and Accountability Act of 1996, for purposes of providing you treatment, obtaining payment for your care and conducting health care operations. The Arc has established policies to guard against unnecessary disclosure of your health information.

IV. THE FOLLOWING IS A SUMMARY OF THE CIRCUMSTANCES UNDER WHICH AND PURPOSES FOR WHICH YOUR HEALTH INFORMATION MAY BE USED AND DISCLOSED:

A. To Provide Treatment. The Arc may use your health information to coordinate care within the Arc and with others involved in your care, such as attending physicians, members of the Arc interdisciplinary team and other health care professionals who have agreed to assist the Arc in coordinating care. For example, physicians involved in your care will need information about your symptoms in order to prescribe appropriate medications. The Arc may disclose your health care information to individuals outside of the Arc involved in your care including family members, clergy who you have designated, pharmacists, suppliers of medical equipment or other health care professionals.

- B. To Obtain Payment.** The Arc may include your health information in
- C. the care you receive from the Arc.** For example, the Arc may be required by your health insurer to provide information regarding your health care status so that the insurer will reimburse you for the Arc. The Arc also may need to obtain prior approval from your insurer and may need to explain to the insurer your need for Arc care and the services that will be provided to you.
- D. To Conduct Health Care Operations.** The Arc may use and disclose health information for its own operations in order to facilitate the function of the Arc and as necessary to provide quality care to all of the Arc's Clients. Health care operations includes such as activities as:
1. Quality assessment and improvement activities.
 2. Activities designed to improve health or reduce health care costs.
 3. Protocol development, case management and care coordination.
 4. Contacting health care providers and clients with information about treatment alternatives and

invoices to collect payment from third parties for other related functions that do not include treatment.

5. Professional review and performance evaluation.
6. Training programs including those in which students, trainees or practitioners in health care learn under supervision.
7. Training of non health care professionals.
8. Accreditation, certification, licensing or credentialing activities.
9. Review and auditing, including compliance reviews, medical reviews, legal services and compliance programs.
10. Business planning and development including cost management and planning related analyses and formulary development.
11. Business management and general administrative activities of the Arc.
12. Fundraising for the benefit of the Arc.

For example the Arc may use your health information to evaluate its staff performance, combine your health information with other Arc

Clients in evaluating how to more effectively serve all Arc Clients, disclose your health information to Arc staff and contracted personnel for training purposes, use your health information to contact you as a reminder regarding a visit to you, or contact you as part of general fundraising and community information mailings (unless you tell us you do not want to be contacted).

E. For Fundraising Activities. The Arc may use information about you including your name, address, phone number and the dates you received care in order to contact you or your family to raise money for the Arc. The Arc may also release this information to a related Arc foundation. If you do not want the Arc to contact you or your family, notify Christina J. Hogan, Training Coordinator and HIPAA Officer at 808-737-7995 and indicate that you do not wish to be contacted.

F. For Appointment Reminders. The Arc may use and disclose your health information to contact you as a reminder that you have an appointment for a home visit.

G. For Treatment Alternatives. The Arc may use and disclose your

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

H. The Following Is A Summary Of The Circumstances Under Which And Purposes For Which Your Health Information May Also Be Used And Disclosed.

1. When Legally Required. The Arc will disclose your health information when it is required to so by any Federal, State or local law.

2. When There Are Risks To Public Health. The Arc may disclose your health information for public activities and purposes in order to:

a. Prevent or control disease, injury or disability, report disease, injury, vital events such as birth or death and the conduct of public health surveillance, investigations and interventions.

b. Report adverse events, product defects, to track products or enable product recalls, repairs and replacements and to conduct post-marketing surveillance and compliance with

requirements of the Food and Drug Administration.

c. Notify a person who has been exposed to a communicable disease or who may be at risk of contracting or spreading a disease.

d. Notify an employer about an individual who is a member of the workforce as legally required.

3. **To Report Abuse, Neglect Or Domestic Violence.** The Arc is allowed to notify government authorities if the Arc believes a Client is the victim of abuse, neglect or domestic violence. The Arc will make this disclosure only when specifically required or authorized by law or when the Client agrees to the disclosure.

4. **To Conduct Health Oversight Activities.** The Arc may disclose your health information to a health oversight Arc for activities including audits, civil administrative or criminal investigations, inspections, licensure or disciplinary action. The Arc, however, may not disclose your health information if you are the subject of an investigation and your health information is not directly related

to your receipt of health care or public benefits.

5. **In Connection With Judicial And Administrative Proceedings.** The Arc may disclose your health information in the course of any judicial or administrative proceeding in response to an order of a court or administrative tribunal as expressly authorized by such order or in response to a subpoena, discovery request or other lawful process, but only when the Arc makes reasonable efforts to either notify you about the request or to obtain an order protecting your health information.

6. **For Law Enforcement Purposes.** As permitted or required by State law, the Arc may disclose your health information to a law enforcement official for certain law enforcement purposes as follows:

a. As required by law for reporting of certain types of wounds or other physical injuries pursuant to the court order, warrant, subpoena or summons or similar process.

- b. For the purpose of identifying or locating a suspect, fugitive, material witness or missing person.
 - c. Under certain limited circumstances, when you are the victim of a crime.
 - d. To a law enforcement official if the Arc has a suspicion that your death was the result of criminal conduct including criminal conduct at the Arc.
 - e. In an emergency in order to report a crime.
- 7. To Coroners And Medical Examiners.** The Arc may disclose your health information to coroners and medical examiners for purposes of determining your cause of death or for other duties, as authorized by law.
- 8. To Funeral Directors.** The Arc may disclose your health information to funeral directors consistent with applicable law and if necessary, to carry out their duties with respect to your funeral arrangements. If necessary to carry out their duties, the Arc may disclose your health information prior to and in reasonable anticipation of your death.
- 9. For Organ, Eye Or Tissue Donation.** The Arc may use or disclose your health information to organ procurement organizations or other entities engaged in the procurement, banking or transplantation of organs, eyes or tissue for the purpose of facilitating the donation and transplantation.
- 10. For Research Purposes.** The Arc may, under very select circumstances, use your health information for research. Before the Arc discloses any of your health information for such research purposes, the project will be subject to an extensive approval process. **In The Event Of A serious Threat To Health Or Safety.** The Arc may, consistent with applicable law and ethical standards of conduct, disclose your health information if the Arc, in good faith, believes that such disclosure is necessary to prevent or lessen a serious and imminent threat to your health or safety or to the health and safety of the public.
- 11. For Specified Government Functions.** In certain circumstances, the Federal

regulations authorize the Arc to use or disclose your health information to facilitate specified government functions relating to military and veterans, national security and intelligence activities, protective services for the President and others, medical suitability determinations and inmates and law enforcement custody.

12. For Worker's Compensation. The Arc may release your health information for worker's compensation or similar program.

V. Authorization To Use Or Disclose Health Information. Other than is stated above, the Arc will not disclose your health information other than with your written authorization. If you or your representative authorizes the Arc to use or disclose your health information, you may revoke that authorization in writing at any time.

VI. Your Rights With Respect To Your Health Information. You have the following rights regarding your health information that the Arc maintains:

A. Right To Request Restrictions. You may request restrictions on

certain uses and disclosures of your health information. You have the right to request a limit on the Arc's disclosure of your health information to someone who is involved in your care or the payment of your care. However, the Arc is not required to agree to your request. If you wish to make a request for restrictions, please contact Christina J. Hogan, Training Coordinator and HIPAA Officer at 808-737-7995.

B. Right To Receive Confidential Communications. You have the right to request that the Arc communicate with you in a certain way. For example, you may ask that the Arc only conduct communications pertaining to your health information with you privately with no other family members present. If you wish to receive confidential communications, please contact Christina J. Hogan, Training Coordinator and HIPAA Officer at 808-737-7995. The Arc will not request that you provide any reasons for your request and will attempt to honor your reasonable requests for confidential communications.

- C. Right To Inspect And Copy Your Health Information.** You have the right to inspect and copy your health information, including billing records. A request to inspect and copy records containing your health information may be made to Christina J. Hogan, Training Coordinator and HIPAA Officer at 808-737-7995. If you request a copy of your health information, the Arc may charge a reasonable fee for copying and assembling costs associated with your request.
- D. Right To Amend Health Care Information.** You or your representative have the right to request that the Arc amend your records, if you believe that your health information is incorrect or incomplete. That request may be made as long as the information is maintained by the Arc. A request for an amendment of records must be made in writing to Christina J. Hogan, Training Coordinator and HIPAA Officer, The Arc in Hawaii, 3989 Diamond Head Road, Honolulu, Hawaii 96816. The Arc may deny the request if it is not in writing or does not include a reason for the amendment. The request also may be denied if your health information records were not

created by the Arc, if the records you are requesting are not part of the Arc's records, if the health information you wish to amend is not part of the health information you or your representative are permitted to inspect and copy, or if, in the opinion of the Arc, the records containing your health information are accurate and complete.

- E. Right To An Accounting.** You or your representative have the right to request an accounting of disclosures of your health information made by the Arc for certain reasons, including reasons related to public purposes authorized by law and certain research. The request for an accounting must be made in writing to Christina J. Hogan, Training Coordinator and HIPAA Officer, The Arc in Hawaii, 3989 Diamond Head Road, Honolulu, Hawaii 96816. The request should specify the time period for the accounting starting on or after April 14, 2003. Accounting requests may not be made for periods of time in excess of six (6) years. The Arc would provide the first accounting you request during any 12-month period without charge. Subsequent

accounting requests may be subject to a reasonable cost-based fee.

F. Right To A Paper Copy Of This Notice. You or your representative have a right to a separate paper copy of this Notice at any time even if you or your representative have received this Notice previously. To obtain a separate paper copy, please contact Christina J. Hogan, Training Coordinator and HIPAA Officer, at 808-737-7995. [The Client or a Client's representative may also obtain a copy of the current version of the Arc's Notice of Privacy Practices at its website, www.thearcinhawaii.org]

VII. Duties Of The Arc. The Arc is required by law to maintain the privacy of your health information and to provide to you and your representative this Notice of its duties and privacy practices. The Arc is required to abide by the terms of this Notice as may be amended from time to time. The Arc reserves the right to change the terms of its Notice and to make the new Notice provisions effective for all health information that it maintains. If the Arc changes its Notice, the Arc will provide a copy of the revised Notice to you or your appointed representative. You or

your personal representative have the right to express complaints to the Arc and to the Secretary of DHHS if you or your representative believe that your privacy rights have been violated. Any complaints to the Arc should be made in writing to Christina J. Hogan, Training Coordinator and HIPAA Officer, The Arc in Hawaii, 3989 Diamond Head Road, Honolulu, Hawaii 96816. The Arc encourages you to express any concerns you may have regarding the privacy of your information. You will not be retaliated against in any way for filing a complaint.

VIII. Contact Person. The Arc has designated Christina J. Hogan, Training Coordinator and HIPAA Officer, as its contact person for all issues regarding Client privacy and your rights under the Federal privacy standards. You may contact this person at The Arc in Hawaii, 3989 Diamond Head Road, Honolulu, Hawaii 96816, at 808-737-7995.

IX. Effective Date. This Notice is effective April 14, 2003.

IF YOU HAVE ANY QUESTIONS REGARDING THIS NOTICE, PLEASE CONTACT

Christina J. Hogan, Training
Coordinator and HIPAA Officer, The
Arc in Hawaii, 3989 Diamond Head
Road, Honolulu, Hawaii 96816 at 808-
737-7995.