



NOTICE OF PRIVACY PRACTICES

Effective: April 14, 2003

This notice describes how medical and mental health information about you may be used and disclosed and how you can get access to this information. Please review it carefully.

At Family Haven, we respect the privacy and confidentiality of your personal health information. This Notice describes our legal duties and privacy practices. This Notice applies to the uses and disclosures we may make of all health information whether created or received by us.

OUR PRIVACY RESPONSIBILITIES

We are required by law to protect the privacy of personal information about your health, services and billing. We are required to give you this Notice of our privacy practices, which details our duties and your rights concerning your health information. We must comply with the terms of our Notice.

We reserve the right to change the terms of this Notice at any time. If we do, the new Notice will apply to all health information we maintain, including health information created or received before we made the changes. You may request a copy of the Notice at any time. The current Notice will also be posted in public areas and on our Website.

(www.family-haven.org)

HOW WE USE YOUR HEALTH INFORMATION

The law permits Family Haven to use your Protected Health Information for treating you, billing for services, and for health care operations. Your health information is contained in records that are the physical property of Family Haven.

The following categories describe different ways that we use and disclose health information. Not every use or disclosure in each category is listed. All of the ways we use and disclose information will fall within one of the categories.

Uses and Disclosures for Treatment, Payment and Health Care Operations:

1. For Treatment: Family Haven will use and disclose your health information to provide your mental health care and any related services. We will also use and disclose your health information to coordinate and manage your health care and related services. For example, we may need to disclose information to a case manager who is responsible for coordinating your care. We may also disclose your health information among our clinicians and other staff (including clinicians other than your therapist), who work at Family Haven. For example, our staff may discuss your care at a case conference. In addition, we may disclose your health information to other health care providers working outside of Family Haven. For example, your mental health information may be discussed with your caseworker or your primary care physician.
2. For Payment: Family Haven may use and disclose your health information for purposes of receiving payment for services that you receive. For example, a bill may be sent to an insurance company or Medicaid. The information on the bill may contain information that identifies you, your diagnosis and the treatment you have received.

3. For Health Care Operations: Family Haven may use and disclose health information about you for operational purposes. For example, to evaluate the quality of your treatment and the performance of our staff.
4. Appointments: Family Haven may use your information to provide appointment reminders. You may request that we do not contact you to make reminders.

YOUR INDIVIDUAL RIGHTS

You have a right to:

1. Request confidential communications from us by alternative means or at alternative locations such as receiving mail at an address other than your home.
2. Request a restriction on certain uses and disclosures of your information for treatment, payment or health care operations. Family Haven will consider all requests, but we are not required to grant a restriction. To request a restriction ask any staff member for a Request for Restriction Form, and return it to your mental health care provider.
3. Inspect and obtain a copy of the information contained in your health record that is used to make decisions about your treatment. You may request access by completing an Access Request Form available from any staff member. If you request copies or a summary of your record, we may charge a fee for the cost of copying, mailing, and other services. The fee will be determined at the time your request is processed. Under limited circumstances, we may deny access to a portion of your records. If your request is denied, you will receive a written response and may request that the denial be reviewed. It should be noted that your therapist's progress notes are a protected mental health record set and are released at your therapist discretion.
4. Request that your health record be amended. You may request that information about you that we created and use for decision making be corrected. The request must be made using the Amendment Request Form available from any staff member. We will comply with your request unless we believe that the information is already complete and accurate.
5. Receive an accounting of disclosures of your health information that were made without your consent or authorization. You may request an accounting by completing the Accounting Request Form available from any staff member. Your request must specify the period of time desired for the accounting. It may not include any time prior to April 14, 2003 or more than six years prior to completion of the request. If your request more than one accounting in any twelve month period you may be charged a fee for the additional accounting. You will be notified of the fee at the time your request is processed and will be given an opportunity to withdraw or modify your request.
6. To complain to Family Haven or the Director of the Office of Civil Rights of the U.S. Department of Health and Human Services. The Complaint Officer will provide you with the Director's address. If you desire further information about your privacy rights contact the Privacy Officer. If you wish to file a complaint or are concerned that your privacy rights have been violated, contact the Complaint Officer at the address or phone number listed in this pamphlet. No retaliation or reduction in services will result if you file a complaint.

Uses and Disclosures that are permitted or required by law without your authorization:

1. For judicial and administrative proceedings in response to a legal order.
2. To report information related to victims of abuse, neglect, or domestic violence.
3. To assist law enforcement officials in performance of their law enforcement duties.

4. For public health activities such as assisting public health authorities, U.S. Food and Drug Administration or other legal authorities to prevent or control disease, injury, or disability.
5. To health oversight agencies such as Utah State Division of Substance Abuse and Mental Health, Utah Behavioral Health Network, and Medicaid.
6. To funeral directors, medical examiners or coroners to enable them to carry out their lawful duties.
7. To organizations that facilitate organ, eye, or tissue donation.
8. For research purposes when an institutional review board or privacy board has established protocols to ensure the privacy of your health information.
9. To avert a serious threat to the health or safety of you or any other person as required by law.
10. For specialized government functions such as protection of public officials or reporting to various branches of the armed services that may require use or disclosure of your health information.
11. To comply with laws and regulations related to Workers' Compensation.

Uses and Disclosures made with a signed Authorization:

Any other use or disclosure of your health information requires a Consent to Release Information. The Consent to Release Information must be signed by you or your legal representative. A Consent to Release Information must identify the specific information to be disclosed. A Consent to Release Information may be revoked by delivering a written statement to the Records Coordinator at the address listed below. Any uses or disclosure made while the Consent to Release Information is in effect cannot be reversed.

Uses and Disclosure that require your agreement:

If you agree, information may be disclosed to family members or others involved in your care. For example, you may agree to coordinating your treatment with a family member or notify others in an emergency.

CONTACT INFORMATION

If you have any questions or complaints, please contact:

Privacy Officer or Complaint Officer
Clinical Director
1255 North 1200 West
Orem, UT 84057
Phone: 801-229-1181