

KLINE GALLAND COMMUNITY BASED SERVICES
NOTICE OF PRIVACY PRACTICES

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

Understand Your Health Record/Information

Kline Galland Community Based Services (including Home Health, Home Care, Hospice and Palliative Care ("Kline Galland")) originates, records, and maintains health information about patients describing their health history, symptoms, examination and test results, diagnoses, treatment and any plans for future care or treatment. This information, often referred to as the health or medical record, serves as:

- a basis for planning your care and treatment
- a means of communication among the many health professionals who contribute to your care
- a source of information for applying the diagnosis information to your bill
- a means by which a third-party payer (insurance companies, governmental or private entities responsible for paying a patient's bill) can verify that services billed were actually provided
- a tool for routine health care operations, such as assessing quality and reviewing the competence of health care professionals
- a tool with which we can assess and continually work to improve the care we render and the outcomes we achieve
- a source of data for medical research
- a source of data for facility planning, fundraising and marketing
- a source of information for public health officials charged with improving the health of the nation

Understanding what is in your medical record and how your health information is used helps you to:

- ensure its accuracy
- better understand who, what, when, where, and why others may access your health information
- make more informed decisions when authorizing disclosure to others

Your Health Information Rights:

Although your health record is the physical property of Kline Galland, the information belong to you. You have the right to:

- request a restriction on certain uses and disclosures of your information as provided by 45 CFR 164.522
- obtain a paper copy of the Notice of Privacy Practices upon request
- inspect and obtain a copy of your health record as provided for in 45 CFR

- 164.524 and RC W 70.02.030
- amend your health record as provided in 45 CFR 164.526
- obtain an accounting of disclosures of your health information as provided in 45 CFR 164.528 and RCW 70.02.020
- request communications of your health information by alternative means or at alternative locations
- revoke your authorization to use or disclose health information except to the extent that action has already been taken.
- Opt out of fundraising uses of your health information.

Our Responsibilities:

Kline Galland is required to:

- maintain the privacy of your health information
- provide you with a notice as to your legal duties and privacy practices with respect to information we collect and maintain about you
- abide by the terms of this notice
- notify you if we are unable to agree to a requested restriction
- accommodate reasonable requests you may have to communicate health information by alternative means or alternative locations

We reserve the right to change our practices and to make the new provisions effective for all protected health information we maintain. Should our information practices change, we will mail a revised notice to the address you have supplied us.

We will not use or disclose your health information without your authorization, except as described in this notice.

Below, this notice contains a number of examples of the ways in which we are permitted to and may use health information for treatment, payment and health operations, without obtaining your specific authorization.

For More Information or to Report a Problem

If you have questions and would like additional information, you may contact the Chief Privacy Officer at (206) 725-8800.

If you believe your privacy rights have been violated, you can file a complaint with the Chief Privacy Officer or with The Department of Health and Human Services. There will be no retaliation for filing a complaint.

Please bring any privacy complaints you may have to the attention of the Chief Privacy Officer. The person most appropriate to address your complaint will provide you with a response in a timely manner.

A complaint may be filed with the Office of Civil Rights/Department of Health and Human Services either on paper or electronically (<http://www.hhs.gov/ocr/privacy/>).

Examples of Disclosure for Treatment, Payment and Health Operations Which Do Not Require Specific Authorization:

We will use your health information for treatment.

For example: Information obtained by a nurse, physician, or other member of your Care Team will be recorded in your record as well as posted in your room, as appropriate, and used to determine the course of treatment that should work best for you. Your Physician will document in your record his or her expectations of the members of your Care Team. Members of your Care Team will then record the actions they took and their observations. In that way, your Physician will know how you are responding to treatment.

We will also provide your Physician or a subsequent healthcare provider with copies of various reports that should assist him or her in treating you once you're discharged.

We will use your health information for payment.

For example: A bill may be sent to you or a third-party payer (insurance companies, governmental or private entity responsible for paying your bill). The information on or accompanying the bill may include information that identifies you, as well as your diagnosis, procedures, and supplies used.

We will use your health information for regular health operations.

For example: Members of the medical staff, the risk or quality improvement manager, or members of the quality improvement team may use information in your health record to assess the care and outcomes in your case and others like it. This information will then be used in an effort to continually improve the quality and effectiveness of the healthcare and service we provide.

Business associates: There are some services provided in our organization through contracts with business associates. Examples include physician services in the emergency department, and radiology or laboratory tests. When these services are contracted, we may disclose your health information to our business associate so that they can perform the job we've asked them to do (in performing a function or activity on behalf of Kline Galland) that involves the creation, use or disclosure of protected health information, and then you or your third-party payer for services rendered. To protect your health information, however, we require the business associate to appropriately safeguard your information.

Directory: Unless you notify us that you object we will use your name, location in the facility, general condition, and religious affiliation for directory purposes. This information may be provided to members of the clergy and, except for religious affiliation, to other people who ask for you by name.

Notification: We may use or disclose information to notify or assist in notifying a family member, personal representative or another person responsible for your care, of your location, and general condition.

Communication with family: Health professionals, using their best judgment, may disclose to a family member, other relative, close personal friend or any other person you identify, health information relevant to that person's involvement in your care or payment related to your care.

Research: We may disclose information to researchers when their research has been approved by an institutional review board that has reviewed the research proposal and established protocols to ensure the privacy of your health information.

Deceased individuals: We may disclose health information to funeral directors, coroners or medical examiners consistent with applicable law to carry out their duties.

Organ procurement organizations: Consistent with applicable law, we may disclose health information to organ procurement organizations or other entities engaged in the procurement, banking, or transplantation of organs for the purpose of tissue donation and transplant.

Specific Communications: We may provide:

- Communications for treatment of an individual by us, including case management or care coordination for the individual, or to direct or recommend alternative treatments, therapies, healthcare providers, or settings of care to the individual;
- Communications to describe a health-related product or service (or payment for such product or service) that is provided by, or included in a plan of benefits of, Kline Galland, including communications about: Kline Galland's participation in a healthcare provider network or health plan network; replacement of, or enhancements to, a health plan; and health-related products or services available only to a health plan enrollee that add value to, but are not part of, a plan of benefits; or
- Communications for case management or care coordination, contacting of individuals with information about treatment alternatives, and related functions to the extent these activities do not fall within the definition of treatment.

Employee benefits: We may contact you to communicate about health insurance products offered by Kline Galland that could enhance or substitute for existing health plan coverage. This includes communications that describe a health-related product or service, or the payment for such a product or service that is provided by the facility or included in its plan or benefits.

Fundraising: We may contact you as a part of our fundraising efforts, and may use certain protected health information in doing so, as permitted under 45 CFR 164.514(f).

However, you have a right to opt-out of receiving such fundraising communications. You may exercise your right to opt out of receiving fundraising communications by notifying us at any time. Please indicate whether you wish to opt out of participating in a particular fundraising campaign, or from all Kline Galland fundraising. Should you later determine you wish to opt back in, you may also contact us by one of the following means:

in writing at:

Privacy Officer

**The Caroline Kline Galland Home
7500 Seward Park Avenue S.
Seattle, WA 98118**

by email at:

compliance@klinegalland.org; or

by telefax addressed to: Privacy Officer at 206-722-5210

Food and Drug Administration (FDA): We may disclose to the FDA health information related to adverse events with respect to food, supplements, product and product defects, or post-marketing surveillance information to enable product recalls, repairs, or replacement.

Workers compensation: We may disclose health information to the extent authorized by and to the extent necessary to comply with laws relating to workers compensation or other similar programs established by law.

Public health: As required by law, we may disclose your health information to public health or legal authorities charged with preventing or controlling disease, injury, or disability.

Government authority: We may disclose your health information to a government authority, including a social service or protective services agency, authorized by law, if we reasonably believe you are a victim of abuse, neglect or domestic violence.

Correctional institution: Should you be an inmate of a correctional institution we may disclose to the institution or agents thereof health information necessary for your health and the health and safety of other individuals.

Law enforcement: We may disclose health information for law enforcement purposes as required by law or in response to a valid subpoena.

Health oversight agency, public health authority or attorney: Federal law makes provision for your health information to be released to an appropriate health oversight agency, public health authority or attorney, provided that a work force member or business associate believes in good faith that we have engaged in unlawful conduct or have otherwise violated professional or clinical standards and are potentially endangering one or more patients, workers or the public.