

# VAIL PLACE NOTICE OF PRIVACY PRACTICES

This document is adapted from U.S. Department of Health and Human Services Model Notice of Privacy Practices that includes an overlay of Minnesota's additional legal requirements. It is intended to be adapted by health care providers to suit their individual needs. *Minnesota's legal requirements* are in *italic* text.

## Your Information. Your Rights. Our Responsibilities.

**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.**

### Your Rights

#### Your rights

When it comes to your health information, you have certain rights. This section explains your rights and some of our responsibilities to help you. If you have questions, please talk to staff or the Privacy Official, Shelly Zuzek at (952) 945-4250 or [szuzek@vailplace.org](mailto:szuzek@vailplace.org).

#### Copy of medical record

##### Receive an electronic or paper copy of your medical record

- You can ask to see or copy an electronic or paper copy of your medical record and other health information we have about you. Ask us how to do this.
- We will provide a copy or a summary of your health information within a reasonable time.
- *If you ask to see or receive a copy of your record for purposes of reviewing current medical care, we may not charge you a fee. [Minn. Stat. § 144.292 subd. 6]*
- *If you request copies of your patient records of past medical care, or for certain appeals, we may charge you specified fees. [Minn. Stat. § 144.292 subd. 6]*

#### Request to amend medical record

##### Ask us to correct your medical record

- You can ask us to correct health information about you that you think is incorrect or incomplete. Ask us how to do this.
- We may say "no" to your request, but we'll tell you why in writing within 60 days.

#### Request confidential communications

##### Request for us to contact you confidentially

- You can ask us to contact you in a specific way (for example, home or office phone) or to send mail to a different address.
- We will say "yes" to all reasonable requests.

## Request to limit use/ sharing of TPO

### Ask us to limit what we use or share

- You can ask us not to use or share certain health information for treatment, payment, or our operations (TPO). We are not required to agree to your request, and we may say “no” if it would affect your care.
- If you pay for a service or health care item out-of-pocket in full, you can ask us not to share that information for the purpose of payment or our operations with your health insurer. We will say “yes” unless a law requires us to share that information. *Minnesota Law requires consent for disclosure of treatment, payment, or operations information. [Minn. Stat. § 144.293 subd. 2]*

## List of those with whom we’ve shared information

### Get a list of those with whom we’ve shared information

- You can ask for a list (accounting) of the times we’ve shared your health information for six years prior to the date you ask, who we shared it with, and why.
- We will include all the disclosures except for those about treatment, payment, and health care operations, and certain other disclosures (such as any you asked us to make). We’ll provide one accounting a year for free but will charge a reasonable, cost-based fee if you ask for another one within 12 months.

## Copy of this privacy notice

### Get a copy of this privacy notice

You can ask for a paper copy of this notice at any time, even if you have agreed to receive the notice electronically. We will provide you with a paper copy promptly.

## File a complaint

### File a complaint if you feel your rights are violated

- You can complain if you feel we have violated your rights by contacting us using the information on page 1.
- You can file a complaint with the U.S. Department of Health and Human Services Office for Civil Rights by sending a letter to 200 Independence Avenue SW, Washington, D .C. 20201, calling 1-877-696-6775, or visiting [www.hhs.gov/ocr/privacy/hipaa/complaints/](http://www.hhs.gov/ocr/privacy/hipaa/complaints/).
- We will not retaliate against you for filing a complaint.

## Your Choices

### Request us not to share

#### For certain health information, you can tell us your choices about what we share.

If you have a clear preference for how we share your information in the situations described below, talk to us. Tell us what you want us to do, and we will follow your instructions.

In these cases, you have both the right and choice to tell us NOT to:

- Share information with your family, close friends, or others involved in your care
- Share information in a disaster relief situation

If you are not able to tell us your preference, for example if you are unconscious, we may go ahead and share your information if we believe it is in your best interest. We may also share your information when needed to lessen a serious and imminent threat to health or safety.

### Will never share without permission

#### In these cases we never share your information unless you give us written permission:

- Marketing purposes
- Sale of your information
- Most sharing of psychotherapy notes

Minnesota Law also requires consent *for most other sharing purposes*.

### Fundraising

#### In the case of fundraising:

- We may contact you for fundraising efforts, but you can tell us not to contact you again.

## Our Uses and Disclosures

### Our uses and disclosures for TPO

#### How do we typically use or share your health information?

We typically use or share your health information in the following ways. *We need your consent before we disclose protected health information for treatment, payment, and operations purposes, unless the disclosure is to a related entity, or the disclosure is for a medical emergency and we are unable to obtain your consent due to your condition or the nature of the medical emergency. [Minn. Stat. § 144.293, subd. 2 and 5]*

#### Treat you

In general, we can use your health information and share it with other professionals who are treating you *only if we have your consent*.

Example: Vail Place staff coordinate services with other organizations on your behalf, when you provide consent by signing an Authorization

to Release Information form. In some situations we are able to share information without your consent with Hennepin County to coordinate services on your behalf.

In some cases, we may need to release your health information to other professionals or involved parties *without your consent* if it is an emergency and you are unable to provide consent due to the nature of the emergency. *We may also share your health information with other Vail Place staff or affiliates. [Minn. Stat. § 144.293, subd. 2 and 5]*

Example: We don't need your written permission to provide health information to emergency personnel if you are experiencing a medical or psychiatric emergency.

### **Run our organization**

We can use and share your health information to run our programs and services, improve your care, and contact you when necessary. *We are required to obtain your consent before we release your health records to other providers for their own health care operations. [Minn. Stat. § 144.293, subd. 2 and 5]*

Example: We will use your health information to manage your care and services at Vail Place.

### **Bill for your services**

We can use and share your health information to bill and get payment from health plans or other entities only if we obtain your consent. [Minn. Stat. § 144.293, subd. 2 and 5]

Example: We will ask you to sign our Consent to Receive Services form which gives us permission to share billing information with health plans.

## **Other uses and disclosures**

### **How else can we use or share your health information?**

We are allowed or required to share your information in other ways – usually in ways that contribute to the public good, such as public health and research. We have to meet many conditions in the law before we can share your information for these purposes. For more information see: [www.hhs.gov/ocr/privacy/hipaa/understanding/consumers/index.html](http://www.hhs.gov/ocr/privacy/hipaa/understanding/consumers/index.html)



<p><b>Public health and safety</b></p>	<p><b>Help with public health and safety issues</b></p> <p>We can share health information about you for certain situations such as:</p> <ul style="list-style-type: none"> <li>• Preventing disease</li> <li>• Helping with product recalls</li> <li>• Reporting adverse reactions to medications</li> <li>• Reporting suspected abuse, neglect, or domestic violence</li> <li>• Preventing or reducing a serious threat to anyone’s health or safety</li> </ul>
<p><b>Research</b></p>	<p><b>Do research</b></p> <p>We can use or share your information for health research <i>if you do not object.</i> [Minn. Stat. § 144.295 subd. 1]</p>
<p><b>Comply with the law</b></p>	<p><b>To Comply with the Law</b></p> <p>We will share information about you if state or federal laws require it, including with the Department of Health and Human Services if it wants to see that we’re complying with federal privacy law. [Minn. Stat. § 144.293 subd. 2]</p>
<p><b>Organ and tissue donation</b></p>	<p><b>Respond to organ and tissue donation requests</b></p> <p>We can share health information about you with organ procurement organizations <i>only with your consent.</i> [Minn. Stat. § 525A.14]</p>
<p><b>Medical Examiner</b></p>	<p><b>Work with a medical examiner or coroner</b></p> <p>We can share health information with a coroner and medical examiner when an individual dies. <i>We need consent to share information with a funeral director.</i> [Minn. Stat. § 390.11 subd. 7 (a)]</p>
<p><b>Workers’ comp, law enforcement, government</b></p>	<p><b>Address workers’ compensation, law enforcement, and other government requests</b></p> <p>We can use or share health information about you:</p> <ul style="list-style-type: none"> <li>• For workers’ compensation claims</li> <li>• For law enforcement purposes or <i>with a law enforcement official with your consent, unless required by law.</i> [Minn. Stat. § 144.293, subd. 2]</li> <li>• With health oversight agencies for activities authorized by law</li> <li>• For special government functions such as military, national security, and presidential protective services <i>with your consent, unless required by law.</i> [Minn. Stat. § 144.293, subd. 2]</li> </ul>
<p><b>Respond to legal actions</b></p>	<p><b>Respond to law suits and legal actions</b></p> <p>We can share health information about you in response to a court or administrative order, or in response to a subpoena. In some cases a court order may be required. [Minn. Stat. § 144.293 subd. 2]</p>

## Other state law

### Comply with other state laws

In Minnesota, we need your consent before we disclose protected health information for treatment, payment, and operations purposes, unless the disclosure is to a related entity, or the disclosure is for a medical emergency and we are unable to obtain your consent. We will never share any substance abuse treatment records without your written permission. [Minn. Stat. §§ 13.386, 254A.09]

## Our Responsibilities

### Maintain privacy & security

We are required by law to maintain the privacy and security of your protected health information.

### Inform of breach

We will let you know promptly if a breach occurs that may have compromised the privacy or security of your information.

### Follow notice practices

We must follow the duties and privacy practices described in this notice and give you a copy of it.

We will not use or share your information other than as described here unless you tell us we can in writing. If you tell us we can, you may change your mind at any time. Let us know in writing if you change your mind.

For more information see:  
[www.hhs.gov/ocr/privacy/hipaa/understanding/consumers/noticepp.html](http://www.hhs.gov/ocr/privacy/hipaa/understanding/consumers/noticepp.html)

## Changes to the Terms of this Notice

### Changes to the Terms of this Notice

We can change the terms of this notice, and the changes will apply to all information we have about you. The new notice will be available upon request, in our office, and on our web site.

## Other Instructions for Notice

### Effective Date

January 15, 2016 (replaces February 1, 2015 version)

### Name and contact of Privacy Official

Shelly Zuzek, MSW, LICSW  
952-945-4250  
[szuzek@vailplace.org](mailto:szuzek@vailplace.org).

VAIL PLACE  
23 - 9th Avenue South  
Hopkins, MN 55343  
[www.vailplace.org](http://www.vailplace.org)

## How Vail Place uses or shares your private information.

Vail Place staff working at our facilities and site-based projects/ partnerships follow this Notice of Privacy Practices. We create and access your private information to provide and to coordinate your care. Information we receive from others and documents we create will be stored in our secure electronic health record or in a locked cabinet. We have developed safeguards to keep your information private. The information in your file will be accessible to staff who need it to provide services to you and to do their jobs.

We will share your private information as defined in this notice or as required to comply with external business contracts. Vail Place may use or disclose your information to related entities to coordinate care, make reports, respond to audits, evaluate our programs, and follow up on complaints. Program funders, including Hennepin County, may access your file for the sake of evaluation or complaint investigation.

Our Case Management program has a partnership with Hennepin County. Two county employees are part of our work team and may have access to some of your information, but do not have access to your health record.