

Mattie Rhodes Center

Notice of Privacy Practices

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

Introduction

It is the goal of Mattie Rhodes Center to protect your private health information. In order to serve your needs, we must keep some of your private health information in your client file. You have a right to be informed about what information is kept and have some control over how this information is used.

*There are some laws that require Mattie Rhodes Center to share your private health information even without your permission. This paper explains times when that may happen. The situations described in this Notice of Privacy Practices will be the **only** ways we will use your information without your permission. If we do need to share information without your permission, we will let you know as soon as possible. At all other times, we will ask for your permission before we release any private information.*

The federal government has passed a law to make sure agencies protect your private health information. The law is called HIPAA and means the Health Insurance Portability and Accountability Act. As part of HIPAA, we are required to give you this Notice of Privacy Practices, explaining how we will use your private health information. We are also required to follow the terms of this Notice of Privacy Practices. If necessary, we may change our notice. You may ask for a copy of the updated Privacy Practices at any time. We will be happy to mail it to you, give it to you at your next appointment or you may access it at our website www.mattierhodes.org. A copy will also be posted at each agency location.

Your Information Rights:

Although your client file is the physical property of Mattie Rhodes Center, the information belongs to you. **You have the right to:**

- Ask to set limits on certain uses of your information
- Receive a copy of the Notice of Privacy Practices
- Ask to look at your client file and ask to get a copy of your records
- Ask that changes be made to your client file
- Receive private communication from Mattie Rhodes Center (at a different location or in a different way if requested)
- Ask to receive a list of the disclosures of information from your client file
- Change your mind about giving your permission to use or disclose health information (unless action has already been taken) by giving written notice to Mattie Rhodes Center.

For more information on how to use any of these rights, please contact the Privacy Officer as listed on the last page of this document.

The Responsibilities of Mattie Rhodes Center:

This organization is required to:

- Keep the information in your client file private.

- Give you a copy of our Notice of Privacy Practices.
- Follow the terms of this notice
- Tell you if we cannot agree to something you have requested (if you ask to limit use of your information)
- Agree to reasonable requests you may have to communicate with you in a different way or at a different place to keep information private

Understanding Your Health Record/Information

Each time Mattie Rhodes Center provides a service, information is added to your client file. *This private health information includes the following:*

- Name, address and telephone number
- Social Security Number
- Reason why you are coming to Mattie Rhodes Center
- Family History
- Mental Health Diagnosis
- Information you talk about in your case management, counseling and psychiatric sessions
- Goals for counseling or case management
- Medical health and history
- Times and dates of services provided
- Any papers you give us to help with your service

The information in your client file is used for the following purposes:

- Planning your care, services and treatment
- Communication between the case manager, therapist and psychiatrist
- Billing purposes - to confirm that services were actually provided for grants and third-party payers (insurance, Medicaid, Medicare, etc.)
- Working to improve the care you receive and the ways we measure whether or not our services work

Use and Disclosures For Treatment, Payment And Health Operations

We will use information from your client file for treatment.

For example: Information received by your worker will be recorded in your client file and used to decide on the plan of services that should work best for you. When you have a case manager, counselor and / or psychiatrist providing services, we will share information with one another as needed. Your worker's supervisor will also receive private information to help plan for your care.

We will use your information in your client file for payment.

For example: We are required by third party payers to show that we are providing services. Third party payers are agencies or groups that give Mattie Rhodes money to serve certain people. For example, we receive money from government and private grants, Mental Health Levy funds, Medicaid and Insurance Companies. At times, these funders may ask to look at your client file to see if we are providing services and if our services are helping. If others look at your client file, they are also required to keep your information private.

We will use information in your client file for agency business operations.

For example: Certain staff members at Mattie Rhodes Center may look at information in your client file (and others) to make sure we are following all agency policies. In addition, your file may be reviewed to determine if we are providing quality services. Auditors that check our financial reports may also review your file. This information will then be used to make our services more helpful.

Uses and Disclosures of Your Information That Do Not Require Your Consent (Permission)

The following are ways that Mattie Rhodes Center may use and disclose your private health information *without* your consent.

Business Associates: There are some services provided at Mattie Rhodes Center through agreements with business associates. An example would be a consultant who is hired to help us analyze data to provide better services. In addition, we have business associate agreements with people who build and maintain our computer systems. We may disclose information in your client record to a business associate so that they can perform their job. To protect the information in your client file, we require the business associate to keep your information private.

Abuse or Neglect: We are required to report information from your client file if we believe a child or an older person has been abused or neglected. In addition, we will report information if we believe you have abused or neglected a child or an older person. When required by law, we will also report additional information.

Public Safety: If we believe that you may be a threat to the health and safety of the public, we have to notify law enforcement. For example: if you threaten to kill your neighbor in a session at Mattie Rhodes Center, we have to notify the police and the neighbor.

Legal and Law enforcement: We may disclose information from your client file as required by law and in response to a request from a law enforcement officer under certain circumstances. In addition, we may disclose information in response to a subpoena or other lawful process.

In these rare circumstances, we may also use and disclose your information without your permission.

Communication with the Family: In an emergency, we may have to contact your family. For example, if you were to become very sick while you were at Mattie Rhodes Center, we would contact a family member.

Workers compensation: We may disclose information from your client file as required by worker's compensation laws.

Public health: As required by law, we may disclose information from your client file to public health authorities that prevent or control disease, injury, or disability.

Correctional institution: Should you be placed in a jail or prison, we may share information from your client file as needed.

Coroners/Medical Examiners: In the event of your death, we may share information necessary with a coroner or medical examiner.

Government Agencies: If your private health information is requested by some government agencies, we may be required to share it with them. For example: if someone were concerned about your possible involvement in a terrorist plan or a plan to hurt the President, that information may be shared with the authorities.

Investigation: Federal law makes it possible for information from your client file to be released to authorities if someone believes that Mattie Rhodes Center has broken a law or been a danger to clients, workers or the public. Client files may also be reviewed if Mattie Rhodes Center is accused of not following professional standards.

Any use of your information from your client file outside of this Notice will not occur without your written permission.

For More Information or to Report a Problem:

This Notice of Privacy Practices cannot cover every possible use and disclosure of your private health information. If you have any questions, please contact the Privacy Officer named below.

If you have questions and would like more information, or if you believe your privacy rights have been violated, you may contact Gayle Erikson-Laney at 816-471-2536.

If you are receiving services through the Department of Mental Health, you may contact and file a complaint with the Department's Client Rights Monitor at 573-751-4942, or by writing:

Client Rights Monitor
Missouri Department of Mental Health
1706 East Elm Street
Jefferson City, MO 65102

All persons also have the right to file a complaint with the Office for Civil Rights (OCR), U.S. Department of Health and Human Services. The complaint must be filed within 180 days of the incident. The address for OCR is listed below:

Office for Civil Rights
U.S. Department of Health and Human Services
601 East 12th Street
Room 248
Kansas City, MO 64106
(816) 426-7278

There will be no negative consequences to you from Mattie Rhodes Center for filing a complaint with any of these authorities.

If the use or disclosure of your Personal Health Information is prohibited or materially limited by other applicable law in Missouri, we will follow the more stringent Missouri law.

Effective Date: January 1, 2004