



NOTICE OF PRIVACY PRACTICES

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

If you have any questions, would like more information, or you do not understand this Notice of Privacy Practices (“notice”) or our privacy practices, please contact the Privacy Officer at (402) 955-4116.

WHO WILL FOLLOW THIS NOTICE

This notice describes the privacy practices of Children’s Healthcare Services including those of:

- Any health care professional who can enter information into your child’s medical record.
- All areas of Children’s Hospital including Children’s Urgent Care Centers.
- Any volunteer we allow to help your child while he/she is provided care.
- All Children’s Physicians offices.
- All Children’s Home Healthcare services.
- The above may share medical information with each other for treatment, payment or hospital operations as described in this notice.

OUR PLEDGE REGARDING MEDICAL INFORMATION

We understand that information about your child and your child’s health is personal and we will try to protect that information. We create a record of the care and services your child receives. This record helps us to provide quality care and meets legal requirements. This notice covers all records of your child’s care, whether created by hospital, home care, Children’s Physician’s office or Children’s Urgent

Care Center. The privacy practices described in this notice may be different than those of other doctor's treating your child.

This notice will tell you about the ways in which we may use and disclose medical information about your child. It also describes your rights and our responsibilities regarding the use and disclosure of your child's medical information.

We are required by law to:

- **make sure that medical information about your child is kept private;**
- **give you this notice of our legal duties and privacy practices; and**
- **follow the terms of the privacy notice that is currently in effect.**

HOW WE MAY USE AND DISCLOSE MEDICAL INFORMATION ABOUT YOUR CHILD

Below are some examples of how we may use and disclose medical information. However, not every use and disclosure is listed.

- **For Treatment.** We may provide medical information about your child to doctors, nurses, technicians, residents, medical students, or other personnel who take care of your child. For example, a doctor treating your child for a broken leg may need to know if your child has diabetes since diabetes may slow healing. In addition, the doctor may also need to tell a dietitian that your child has diabetes so we can arrange for the right meals. We may share medical information about your child with people and companies outside Children's Healthcare Services involved in your child's ongoing medical care.
- **For Payment.** We may use medical information about your child so that the treatment and services your child receives can be billed and payment may be collected from you, an insurance company or a third party. For example, we may need to give your child's insurance company information about your child's surgery so the insurance company will pay us for the surgery. We may tell your health plan about a treatment your child is going to receive to obtain approval or to determine whether your health plan will cover the treatment. We also may provide medical information about your child to companies outside Children's Healthcare Services who need this information to bill for services they provided.
- **For Health Care Operations.** We may use medical information about your child for health care operations that help us to provide quality care. For example, we may use medical information to review our treatment, services and the performance of our staff. We may also combine medical information about patients to decide what additional services we should offer, what services are not needed, and whether certain new treatments work. We may provide information to doctors, nurses, technicians, medical students and other personnel for review and learning purposes. We may provide medical information about your child to companies outside of Children's Healthcare

Services for health care operations as long as both companies have treated your child. We may also combine medical information we have with medical information from other hospitals to compare how we are doing and see where we can make improvements in care and services. We will remove information that identifies your child from this set of medical information so that others may use it to study health care and health care delivery without being able to identify your child.

- **Business Associates.** We may provide medical information to other persons or organizations, known as business associates, who provide services for us under contract. We require our business associates to protect the medical information we provide to them.
- **Appointment Reminders.** We may use and provide medical information to contact you as a reminder that your child has an appointment with us.
- **Treatment Alternatives.** We may use and provide medical information to tell you about possible treatment options or other items of interest.
- **Health-Related Benefits and Services.** We may use and provide medical information to tell you about health-related benefits or services of interest.
- **Fundraising Activities.** We may provide medical information about your child to our hospital-related foundation so the foundation may contact you in raising money for the hospital. We will only release information, such as your and your child's name, address and phone number and the dates your child received treatment or services. If you do not want to be contacted for fundraising efforts, you must contact the Children's Hospital's Foundation in writing.
- **Hospital Directory.** We may include limited information such as your child's name and location in the hospital directory while your child is a patient. The directory information may also be given to people who contact the hospital and ask for your child by name. This is so your child's family, friends and clergy may visit your child in the hospital.
- **Individuals Involved in Your Child's Care or Payment for Your Child's Care.** We may provide medical information about your child to a friend, family member or any other person you say is involved in your child's medical care or in the payment for your child's care. We will only provide this information if you tell us to or if we think that normally it is in your child's best interest to allow a person to act on your child's behalf. For example, you may identify a friend or family member to pick up medical supplies for your child. We will only provide the medical information needed to allow the person to complete that task. In addition, we may provide medical information about your child to someone helping in a disaster relief effort so that your family can be notified about your child's condition, status and location.
- **Research.** We may use medical information about your child for research purposes. For example, a research project may involve comparing the health of all patients who received one medicine to those who took another for the same condition. All research projects are subject to a specific

approval process. This process reviews a proposed research project and its use of medical information, comparing the research needs with patients' need for privacy of their medical information. We may provide medical information about your child to people preparing for a research project. For example, to help them look for patients with specific medical needs, so long as the medical information they receive does not leave the hospital. Normally, we will ask you to agree if the researcher will have access to your child's name, address or other information that shows the identity of your child.

- **As Required By Law.** We will provide medical information about your child when required to do so by federal, state or local law.
- **To Avert a Serious Threat to Health or Safety.** We may use and provide medical information about your child when needed to prevent a serious threat to your child's health and safety or the health and safety of other people. The information will only be provided to someone able to help prevent the threat.
- **Organ and Tissue Donation.** If your child is an organ donor, we may provide medical information to organizations that handle organs for organ, eye or tissue transplantation or to an organ donation bank.
- **Workers' Compensation.** We may provide medical information about your child for workers' compensation or similar programs that provide benefits for work-related injuries or illness.
- **Public Health Activities.** We may provide medical information about your child for public health activities. These activities generally include the following:
 - To prevent or control disease, injury or disability;
 - To report births or deaths;
 - To report reactions to medications or problems with products;
 - To notify people of recalls of products they may be using;
 - To notify a person who may have been exposed to a disease or may be at risk for getting or spreading a disease or condition;
 - To notify the government if we suspect a patient has been the victim of abuse, neglect or domestic violence. We will make this disclosure if you agree or when required or authorized by law.
- **Health Oversight Activities.** We may provide medical information to a health oversight agency for activities allowed by law. Oversight activities that allow the government to monitor the health care system, government programs and compliance with civil rights laws include audits, investigation and inspections.
- **Lawsuits and Disputes.** We may provide medical information about your child in response to a court or administrative order. We may also provide medical information about your child in

response to a subpoena, discovery request, or other lawful process by someone else involved in a dispute, but only if we have tried to tell you about the request or to obtain an order protecting the information requested.

- **Law Enforcement.** We may provide medical information if asked to do so by a law enforcement official, examples being:
 - Response to a court order, subpoena, warrant, summons or similar process;
 - Identify or locate a suspect, fugitive, material witness, or missing person;
 - Inquiries as to the victim of a crime if, under certain limited circumstances, we are unable to obtain the person's agreement;
 - Inquiries as to a death we believe may be the result of criminal conduct;
 - Inquiries as to criminal conduct at the hospital; and
 - To report a crime; the location of the crime or victims; or the identity, description or location of the person who committed the crime.

- **Coroners, Medical Examiners and Funeral Directors.** We may provide medical information to a coroner or medical examiner. For example, to identify a person who has died or to determine the cause of death. We may also provide medical information about patients to funeral directors that need to carry out their duties.

- **National Security and Intelligence Activities.** We may provide medical information about your child to federal officials for intelligence, counterintelligence, and other national security activities.

- **Protective Services for the President and Others.** We may provide medical information about your child to federal officials so they may provide protection to the President, other authorized persons or foreign heads of state or to conduct special investigations.

- **Inmates.** We may provide medical information about your child to a correctional institution or law enforcement official if your child is an inmate of a correctional institution or under the custody of a law enforcement official. This release would be necessary (1) for the institution to provide your child with health care; (2) to protect your child's health and safety or the health and safety of others; or (3) for the safety and security of the correctional institution.

OTHER USES OF MEDICAL INFORMATION

Other uses of medical information not covered by this notice or the laws that apply to us will be made only if you agree in writing. If you give us the right to use medical information about your child, you may change your mind, in writing, at any time. If you change your mind, we will no longer use the medical information for the reasons covered by your written request. You understand that we cannot take back any information that we have already released with your written agreement and that we are required to retain records of the care we provide.

YOUR RIGHTS REGARDING MEDICAL INFORMATION ABOUT YOUR CHILD

You have the following rights regarding medical information we have about your child:

- **Right to Look at and Copy.** You have the right to look at and copy medical information that may be used to make decisions about your child's care. Usually, this includes medical and billing records. This does not include psychotherapy records.

You must send your request to look at and copy medical information that may be used to make decisions about your child in writing to the Medical Records custodian. If you ask for a copy of the information, we may charge a fee for the costs of copying, mailing or other supplies needed to meet your request.

We may deny your request to look at and copy medical information. If we do not let you look at your medical information, you may request that the denial be reviewed. A licensed health care professional chosen by the hospital will review your request and the denial. The person conducting the review will not be the person who denied your request. We will follow the outcome of the review.

- **Right to Change.** If you feel that medical information we have about your child is not correct, you may ask us to change the information. You have the right to ask for a change as long as the information is kept by Children's Health Care Services.

Your request for a change must be in writing and sent to the Medical Records custodian. In addition, you must provide a reason that supports your request for a change.

We may deny your request for a change if it is not in writing or does not include a reason to support the request. In addition, we may deny your request to change information, if the information is:

- Not created by us, unless the person or company that created the information is no longer available to make the amendment;
 - Not part of the medical information kept by or for Children's Healthcare Services;
 - Not part of the information you would be allowed to look at and copy under the law; or
 - Correct and complete.
- **Right to an Accounting of Disclosures.** You have the right to ask for an accounting of disclosures, which is a list of medical information given out about your child.

To ask for an accounting of disclosures, you must send a request in writing to the Medical Records custodian. Your request must state a time period that may not be longer than six years and may not include dates before April 14, 2003. Your request should say in what form you want the list (for example, on paper, electronically). The first list of disclosures you ask for within a 12-month period

will be free. We may charge for the costs of providing additional lists. We will notify you of the cost and you may choose to remove or change your request before any costs are incurred.

- **Right to Request Restrictions.** You have the right that we limit the medical information we use or disclose about your child for treatment, payment or health care operations. You also have the right to ask for a limit on the medical information we provide about your child to someone who is involved in your child's care or the payment for care, like a family member or friend.

We do not have to agree with your request. If we do agree to a limitation you ask for, we will follow your request unless the information is needed to provide emergency treatment.

You must request a limitation in writing to the Privacy Officer. In your request, you must tell us (1) what information you want to limit; (2) whether you want to limit our use, disclosure or both; and (3) who you want the limits to apply to.

- **Right to Ask for Private Communications.** You have the right to ask that we communicate with you about your child's medical matters in a certain way or at a certain place.

To ask for private communications, you must make your request in writing to the Medical Records custodian. We will not ask you the reason for your request and we will agree with all reasonable requests. Your request must say how or where you wish to be contacted.

- **Right to a Paper Copy of This Notice.** You have the right to a paper copy of this notice. You may ask us to give you a copy of this notice at any time. Even if you have agreed to receive this notice electronically, you may ask for a paper copy.

You may get a copy of this notice at our website, www.chsomaha.org. To obtain a paper copy of this notice, contact the Privacy Officer.

CHANGES TO THIS NOTICE

We keep the right to or may be required by law to change our privacy practices, which may result in changes to this notice. We further keep the right to make the most current privacy practices notice effective for medical information we already have about your child as well as any information we receive in the future. We will post a copy of the current notice in each Children's Healthcare Services location and on our website. The notice will include the version number and effective date. In addition, each time your child comes to the hospital or is otherwise treated by Children's Healthcare Services, we will offer you a copy of the current notice in effect.

COMPLAINTS

If you think your child's privacy rights have been violated, you may complain to the Children's Privacy Officer or the Secretary of the Department of Health and Human Services. ***You will not be penalized or otherwise retaliated against for filing a complaint.***

CONTACTS

Children's Privacy Officer
8200 Dodge St.
Omaha, NE 68144
(402) 955-4116

Children's Medical Record Custodian
8200 Dodge St.
Omaha, NE 68144
(402) 955-3502