

Notice of Privacy Practices

Your Information. Your Rights. Our Responsibilities.



This Notice of Privacy Practices describes how medical information about you may be used and disclosed by Cambridge Health Alliance and its affiliates and how you can get access to this information. **Please review it carefully.**

Cambridge Health Alliance (CHA) serves patients at many locations throughout Cambridge, Somerville and the Boston metro north area. This includes acute care hospitals, CHA Cambridge Hospital and CHA Everett Hospital, and multiple ambulatory care centers. CHA also provides services and programs such as the Cambridge Public Health Department. More information about CHA and our care locations can be found at www.challiance.org.

When you get care at CHA, your caregivers create a medical record, which can be paper or electronic. The medical record has information about your medical and/or mental health history, tests, your care and your response to the care. It may also contain sensitive information such as treatment for substance abuse or HIV. CHA's medical record may also contain information about care that you received from providers outside of the CHA system.

All providers who work at CHA or who are members of CHA's medical staff have access to your medical record, whether it be paper or electronic. CHA uses your medical information to support the care you receive at CHA. CHA also shares your medical information with providers outside of CHA who treat you or who participate in coordinating the care that you receive. CHA also may share your medical information for other permitted purposes, such as obtaining payment or supporting health care operations.

Some examples include:

- CHA shares your medical information with physicians and other providers who treat CHA patients at CHA's affiliate, Beth Israel Deaconess Medical Center (BIDMC) or who treat CHA patients at other institutions such as Partners HealthCare.
- Patients who get their care both at CHA and other institutions such as BIDMC or Partners HealthCare will have their medical records available to their doctors and other providers through a secure, electronic link. This ability to share medical information will allow treating providers in both institutions to provide excellent care for each patient. Patients who get their care both at CHA and other Massachusetts hospitals will be able to have their medical records available to doctors and other providers either directly through a link between participating institutions (such as the Magic Button or CareEverywhere) or through a secure, electronic link known as the Massachusetts Health Information Highway.
- CHA shares your medical information with health plans, including those plans such as Commonwealth Care Alliance, as well as community partners who may play a role in coordinating and improving the care you receive in and out of the hospital.
- For our patients who are members of certain health plans (such as Tufts Health Plan and Harvard Pilgrim Health Plan), CHA works closely with the Beth Israel Deaconess Care Organization (BIDCO, see www.bidco.org) to improve your care by engaging in quality improvement, utilization management, contract and financial management and case management activities.

Who will follow this Notice

- All members of our workforce including doctors, nurses, other health care providers, other employees, staff and volunteers
- All members of our Medical Staff

Your Rights

You have the right to:

- Get a copy of your paper or electronic medical record
- Correct your paper or electronic medical record
- Request confidential communication
- Ask us to limit the information we share
- Get a list of those with whom we've shared your information
- Get a copy of this privacy notice
- Choose someone to act for you
- File a complaint if you believe your privacy rights have been violated

Your Choices

You have some choices in the way that we use and share information as we:

- Tell family and friends about your condition
- Provide disaster relief
- Include you in a hospital directory
- Provide mental health care
- Market our services
- Raise funds

Our Uses and Disclosures

We may use and share your information as we:

- Treat you
- Run our organization
- Bill for your services
- Improve care for all our patients, for example by teaching
- Help with public health and safety issues
- Do research
- Comply with the law
 - Respond to organ and tissue donation requests
 - Work with a medical examiner or funeral director
 - Address workers' compensation, law enforcement, and other government requests
 - Respond to lawsuits and legal actions

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.

Get an electronic or paper copy of your medical record

- You can ask to see or get 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, usually within 30 days of your request. We may charge a reasonable, cost-based fee.

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 will tell you why in writing within 60 days.

Request confidential communications

- 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.

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. 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.

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, 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.

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.

Choose someone to act for you

- If you have given someone a health care proxy, medical power of attorney or if someone is your legal guardian, that person can exercise your rights and make choices about your health information.
- We will make sure the person has this authority and can act for you before we take any action.

File a complaint if you feel your rights are violated

- You can complain if you feel we have violated your rights by contacting our Patient Relations Office at (617) 665-1398.
- 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, S.W., Washington, D.C. 20201, or calling 1-877-696-6775, or visiting www.hhs.gov/ocr/privacy/hipaa/complaints/.
- We will not retaliate against you for filing a complaint.

Your Choices

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 to:

- Share information with your family, close friend or others involved in your care
- Share information in a disaster relief situation
- Include your information in a hospital directory

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.

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

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

How do we typically use or share your health information?

We typically use or share your health information in the following ways.

Treat you

We can use your health information and share it with other professionals who are treating you including with professionals at other places where you are being treated.

Examples:

- A doctor treating you for an injury asks another doctor about your overall health condition or reviews your electronic medical record to learn about your health history.
- If you have been in the hospital, we may share information with your regular doctor or a facility such as a nursing home to help plan your care after you leave the hospital.

Run our organization

We can use and share your health information to run our practice, improve your care and contact you when necessary.

Examples:

- We use health information about you to manage your treatment and services.
- We use health information to train or teach doctors or other healthcare workers and students.
- We use health information to monitor the quality of care and to make improvements where needed.
- We use health information to meet standards set by regulatory agencies, such as The Joint Commission, the Massachusetts Department of Public Health, Medicare or Medicaid.

Bill for your services

We can use and share your health information to bill and get payment from health plans or other entities.

Example: We give information about you to your health insurance plan so it will pay for your services.

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.

Help with public health and safety issues

We can share health information about you for certain situations such as:

- Preventing disease
- Helping with product recalls
- Reporting adverse reactions to medications
- Reporting suspected abuse, neglect or domestic violence
- Preventing or reducing a serious threat to anyone's health or safety
- Responding to certain permitted requests from law enforcement, including for example, to identify or locate a missing person, suspect or fugitive

Do research

We can use or share your information for health research.

Comply with the law

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.

Respond to organ and tissue donation requests

We can share health information about you with organ procurement organizations.

Work with a medical examiner or funeral director

We can share health information with a coroner, medical examiner or funeral director when an individual dies.

Address workers' compensation, law enforcement and other government requests

We can use or share health information about you:

- For workers' compensation claims
- For law enforcement purposes or with a law enforcement official
- With health oversight agencies for activities authorized by law
- For special government functions such as military, national security and presidential protective services

Respond to lawsuits and legal actions

We can share health information about you in response to a court or administrative order, or in response to a subpoena.

Our Responsibilities

- We are required by law to maintain the privacy and security of your protected health information.
- We will let you know promptly if a breach occurs that may have compromised the privacy or security of your information.
- 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.

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

- This notice is effective as of May 15, 2017.
- You may contact our Privacy Officer by calling (617) 591-4889 or writing to Privacy Office, Cambridge Health Alliance, 1493 Cambridge Street, Cambridge, MA, 02139.

To receive a copy of this document, ask the front desk at your provider's office or contact our Privacy Officer as noted above.

Para receber uma cópia deste aviso em seu idioma, por favor, solicite na recepção do escritório do seu provedor ou entre em contato com o nosso Diretor de Privacidade conforme mencionado acima.

Pou resevva yon kopi avi sa a nan lang ou, tanpri mande resepsyonis nan klinik founisè w la oswa kontakte Ofisyè Konfidansyalite nou an jan li note anwo a.

Para recibir una copia de este aviso en su idioma, solicítelo en la recepción de su consultorio médico o comuníquese con nuestro Oficial de Privacidad como se indicó anteriormente.