

**Emma Eccles Jones College of Education & Human Services**

**POLICY INFORMATION**

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Standard: <b>HIPAA</b>	Approved by: <b>Dean Beth E. Foley</b> 	Date Approved:  9/19/2016

**I. POLICY STATEMENT**

1. To ensure that a Notice of Privacy Practices is provided to, and acknowledged by, each patient or his/her personal representative at or before the initial appointment at all Emma Eccles Jones College of Education and Human Services Covered Components. The notice shall include all elements and statements that are required by law. The Notice shall inform patients of:
  - a) Uses and disclosures of Protected Health Information (“PHI”) that may be made by the Covered Component.
  - b) The patient’s rights with respect to his/her PHI; and
  - c) The Covered Component’s legal duties with respect to such PHI.

**II. DEFINITIONS**

See HIPAA Policy 100

**III. AUTHORITY AND RESPONSIBILITIES**

CEHS has component units that are listed as a hybrid entity in accordance with USU’s HIPAA Hybrid Covered Entity Declaration. Only the Health Care Component/HCC (i.e., covered functions) of CEHS must comply with this policy. All references in this policy to “CEHS” shall be construed to refer only to the health care component of CEHS.

**IV. PROCEDURES TO IMPLEMENT**

1. The Notice of Privacy Practices and Acknowledgement forms will be included in the standard new patient packet.
2. The Covered Component will provide the Notice to the patient/representative party at the time of visit or when the new patient packet information is sent out.
3. The Covered Component will make a good faith effort to obtain the patient/representative signature/initials on the Acknowledgement form at the time that the Notice is provided. The signed Acknowledgement will be kept in the patient’s chart or uploaded into the approved clinic software.
4. If the patient or representative refuses to, or is otherwise unable to sign the Acknowledgement, the staff will document, on the Acknowledgement form, what actions

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were taken to obtain the patient's signature on the Acknowledgement and the reasons(s) why a signed Acknowledgement was not obtained. This document shall then be placed in the patient's medical chart or uploaded into Point N Click.

5. The Covered Component will provide a copy of the written Notice to patients and to other persons upon request.
6. The Covered Component will post a copy of the Notice in a clear and prominent location such as the entrance, lobby or similar location.
7. A current version of the Notice will be maintained on the Covered Component's website, if any.
8. Whenever the Notice is revised, the Clinic Privacy Officer will assure that:
  - a) The revised Notice is made available upon request on or after the effective date of the revision; and
  - b) The revised Notice is posted in a clear and prominent locations.
9. Material changes shall not be implemented prior to the effective date of the revised Notice.
10. A copy of each Notice issued by the Covered Component will be maintained for at least six years from the date it was last in effect.
11. Any member of the workforce who has knowledge of a violation or potential violation of this policy must make a report directly to the Privacy Officer (See Sanctions Policy 201)

**V. ATTACHMENTS**

Attachment A - Notice of Privacy Practices

Attachment B - Acknowledgement of Notice of Privacy Practices

**VI. REFERENCES**

Policy 201 Sanctions

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Attachment A

NOTICE OF PRIVACY PRACTICES

Emma Eccles Jones College of Education & Human Services

[Name of Clinic, Clinic Privacy Officer & Telephone #]

Effective Date:

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

We understand the importance of privacy and are committed to maintaining the confidentiality of your protected health information. We make a record of the care we provide and may receive such records from others. We use these records to provide or enable other health care providers to provide quality medical care, to obtain payment for services provided to you as allowed by your health plan and to enable us to meet our professional and legal obligations to operate this clinic properly. We are required by law to maintain the privacy of protected health information, to provide individuals with notice of our legal duties and privacy practices with respect to protected health information, and to notify affected individuals following a breach of unsecured protected health information. This notice describes how we may use and disclose your protected health information. It also describes your rights and our legal obligations with respect to your medical information. If you have any questions about this Notice, please contact our Privacy Officer listed above.

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**A. How This Clinic May Use or Disclose Your Health Information**

This clinic collects health information about you and stores it in a chart, on a computer, and/or in an electronic health record/personal health record. This is your medical record. The medical record is the property of this clinic, but the information in the medical record belongs to you. The law permits us to use or disclose your health information for the following purposes:

1. Treatment. We use medical information about you to provide your medical care. We disclose medical information to our employees and others who are involved in providing the care you need. For example, we may share your medical information with other physicians or other health care providers who will provide services that we do not provide. Or we may share this information with a pharmacist who needs it to dispense a prescription to you, or a laboratory that performs a test. We may also disclose medical information to members of your family or others who can help you when you are sick or injured, or after you die.
2. Payment. We use and disclose medical information about you to obtain payment for the services we provide. For example, we give your health plan the information it requires before it will pay us. We may also disclose information to other health care providers to assist them in obtaining payment for services they have provided to you.
3. Health Care Operations. We may use and disclose medical information about you to operate this clinic. For example, we may use and disclose this information to review and improve the quality of care we provide, or the competence and qualifications of our professional staff. Or we may use and disclose this information to get your health plan to authorize services or referrals. We may also use and disclose this information as necessary for medical reviews, legal services and audits, including fraud and abuse detection and compliance programs and business planning and management. We may also share your medical information with our "business associates," that perform certain services for us. We have a written contract with each of these business associates that contains terms requiring them and their subcontractors to protect the confidentiality and security of your protected health information. We may also share your information with other health care providers, health care clearinghouses or health plans that have a relationship with you, when they request this information to help them with their quality assessment and improvement activities, their patient-safety activities, their population-based efforts to improve health or reduce health care costs, their protocol development, case management or care-coordination activities, their review of competence, qualifications and performance of health care professionals, their training programs, their accreditation, certification or licensing activities, or their health care fraud and abuse detection and compliance efforts.
4. Appointment Reminders. We may use and disclose medical information to contact and remind you about appointments. If you are not home, we may leave this information on your answering machine or in a message left with the person answering the phone.

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5. Sign in Sheet. We may use and disclose medical information about you by having you sign in when you arrive at our office. We may also call out your name when we are ready to see you.
6. Notification and Communication with Family. We may disclose your health information to notify or assist in notifying a family member, your personal representative or another person responsible for your care about your location, your general condition or, unless you had instructed us otherwise, in the event of your death. In the event of a disaster, we may disclose information to a relief organization so that they may coordinate these notification efforts. We may also disclose information to someone who is involved with your care or helps pay for your care. If you are able and available to agree or object, we will give you the opportunity to object prior to making these disclosures, although we may disclose this information in a disaster even over your objection if we believe it is necessary to respond to the emergency circumstances. If you are unable or unavailable to agree or object, our health professionals will use their best judgment in communication with your family and others.
7. Marketing. Provided we do not receive any payment for making these communications, we may contact you to give you information about products or services related to your treatment, case management or care coordination, or to direct or recommend other treatments, therapies, health care providers or settings of care that may be of interest to you. We may similarly describe products or services provided by this practice and tell you which health plans this practice participates in. We will not otherwise use or disclose your medical information for marketing purposes or accept any payment for other marketing communications without your prior written authorization. The authorization will disclose whether we receive any compensation for any marketing activity you authorize, and we will stop any future marketing activity to the extent you revoke that authorization.
8. Sale of Health Information. We will not sell your health information without your prior written authorization. The authorization will disclose that we will receive compensation for your health information if you authorize us to sell it, and we will stop any future sales of your information to the extent that you revoke that authorization.
9. Required by Law. As required by law, we will use and disclose your health information, but we will limit our use or disclosure to the relevant requirements of the law. When the law requires us to report abuse, neglect or domestic violence, or respond to judicial or administrative proceedings, or to law enforcement officials, we will further comply with the requirement set forth below concerning those activities.
10. Public Health. We may, and are sometimes required by law, to disclose your health information to public health authorities for purposes related to: preventing or controlling disease, injury or disability; reporting child, elder or dependent adult abuse or neglect; reporting domestic violence; reporting to the Food and Drug Administration problems with products and reactions to medications; and reporting disease or infection exposure. When we report suspected elder or dependent adult abuse or domestic violence, we will inform you or your personal representative promptly unless in our best professional judgment, we believe the notification would place you at risk of serious harm or would require informing a personal representative we believe is responsible for the abuse or harm.

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11. Health Oversight Activities. We may, and are sometimes required by law, to disclose your health information to health oversight agencies during the course of audits, investigations, inspections, licensure and other proceedings, subject to the limitations imposed by law.
12. Judicial and Administrative Proceedings. We may, and are sometimes required by law, to disclose your health information in the course of any administrative or judicial proceeding to the extent expressly authorized by a court or administrative order. We may also disclose information about you in response to a subpoena, discovery request or other lawful process if reasonable efforts have been made to notify you of the request and you have not objected, or if your objections have been resolved by a court or administrative order.
13. Law Enforcement. We may, and are sometimes required by law, to disclose your health information to a law enforcement official for purposes such as identifying or locating a suspect, fugitive, material witness or missing person, complying with a court order, warrant, grand jury subpoena and other law enforcement purposes.
14. Coroners. We may be required by law, to disclose your health information to coroners in connection with their investigations of deaths.
15. Organ or Tissue Donation. We may disclose your health information to organizations involved in procuring, banking or transplanting organs and tissues.
16. Public Safety. We may, and are sometimes required by law, to disclose your health information to appropriate persons in order to prevent or lessen a serious and imminent threat to the health or safety of a particular person or the general public.
17. Proof of Immunization. We may disclose proof of immunization to a school that is required to have it before admitting a student where you have agreed to the disclosure on behalf of yourself or your dependent.
18. Specialized Government Functions. We may disclose your health information for military or national security purposes or to correctional institutions or law enforcement officers that have you in their lawful custody.
19. Workers' Compensation. We may disclose your health information as necessary to comply with workers' compensation laws. For example, to the extent your care is covered by workers' compensation, we will make periodic reports to your employer about your condition. We are also required by law to report cases of occupational injury or occupational illness to the employer or workers' compensation insurer.

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20. Change of Ownership. In the event that this clinic is closed or merged with another organization, your health information/record will become the property of the new clinic, although you will maintain the right to request that copies of your health information be transferred to another physician or clinic.
21. Breach Notification. In the case of a breach of unsecured protected health information, we will notify you as required by law.
22. Research and Related Activities. All research projects conducted within this clinic must be approved through a special review process to protect patient safety, welfare and confidentiality. Your medical information may be important to further research efforts and for the development of new knowledge. We may use and disclose medical information about our patients for research purposes under specific rules determined by the confidentiality provisions of federal and state law. Researchers may contact you regarding your interest in participating in certain research studies after receiving your permission or approval of the contact from a special review board. Enrollment in those studies may occur only after you have been informed about the study, had an opportunity to ask questions and indicated your willingness to participate by signing an authorization form.

In some instances, federal law allows us to use your medical information for research without your authorization, provided we get approval from a special review board. These studies will not affect your treatment, welfare and your medical information will continue to be protected. For example, federal law allows researchers to look at your medical information when preparing research studies. In addition, federal law allows us to create a "limited data set"- a limited amount of medical information from which almost all identifying medical information such as your name, address, Social Security number and medical record number, has been removed- and share it with only those who have signed a contract promising to use it only for research, public health and healthcare operations purposes and to protect its privacy.

23. Fundraising. We may use or disclose your demographic information in order to contact you for our fundraising activities. For example, we may use the dates that you received treatment, the department of service, your treating physician, outcome information and health insurance status to identify individuals that may be interested in participating in fundraising activities. If you do not want to receive these materials, notify the Privacy Officer listed at the top of this Notice of Privacy Practices and we will stop any further fundraising communications. Similarly, you should notify the Privacy Officer if you decide you want to start receiving these solicitations again.
24. Psychotherapy Notes. We will not use or disclose your psychotherapy notes (as term is defined in 45 CFR §164.501) without your prior written authorization except for the following:
  - a) use by the originator of the notes for your treatment,
  - b) for training our staff, students and other trainees,
  - c) to defend ourselves if you sue us or bring some other legal proceeding,
  - d) if the law requires us to disclose the information to you or the Secretary of HHS or for some other reason,

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- e) in response to health oversight activities concerning your psychotherapist,
- f) to avert a serious and imminent threat to health or safety, or
- g) to the coroner or medical examiner after you die. To the extent you revoke an authorization to use or disclose your psychotherapy notes, we will stop using or disclosing these notes.

**B. When This Clinic May Not Use or Disclose Your Health Information**

Except as described in this Notice of Privacy Practices, this clinic will, consistent with its legal obligations, not use or disclose health information which identifies you without your written authorization. If you do authorize this clinic to use or disclose your health information for another purpose, you may revoke your authorization in writing at any time.

**C. Your Health Information Rights**

1. Right to Request Special Privacy Protections. You have the right to request restrictions on certain uses and disclosures of your health information by a written request specifying what information you want to limit, and what limitations on our use or disclosure of that information you wish to have imposed. If you tell us not to disclose information to your commercial health plan concerning health care items or services for which you paid for in full out-of-pocket, we will abide by your request, unless we must disclose the information for treatment or legal reasons. We reserve the right to accept or reject any other request, and will notify you of our decision.
2. Right to Request Confidential Communications. You have the right to request that you receive your health information in a specific way or at a specific location. For example, you may ask that we send information to a particular e-mail account or to your work address. We will comply with all reasonable requests submitted in writing which specify how or where you wish to receive these communications
3. Right to Inspect and Copy. You have the right to inspect and copy your health information, with limited exceptions. To access your medical information, you must submit a written request detailing what information you want access to, whether you want to inspect it or get a copy of it, and if you want a copy, your preferred form and format. We will provide copies in your requested form and format if it is readily producible, or we will provide you with an alternative format you find acceptable, or if we can't agree and we maintain the record in an electronic format, your choice of a readable electronic or hardcopy format. We will also send a copy to any other person you designate in writing. We will charge a reasonable fee which covers our costs for labor, supplies, postage, and if requested and agreed to in advance, the cost of preparing an explanation or summary. We may deny your request under limited circumstances. If we deny your request to access your child's records or the records of an incapacitated adult you are representing because we believe allowing access would be reasonably likely to cause substantial harm to the patient, you will have a right to appeal our decision. If we deny your request to access your psychotherapy notes, you will have the right to have them transferred to another mental health professional.

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4. Right to Amend or Supplement. You have a right to request that we amend your health information that you believe is incorrect or incomplete. You must make a request to amend in writing, and include the reasons you believe the information is inaccurate or incomplete. We are not required to change your health information, and will provide you with information about this clinic's denial and how you can disagree with the denial. We may deny your request if we do not have the information, if we did not create the information (unless the person or entity that created the information is no longer available to make the amendment), if you would not be permitted to inspect or copy the information at issue, or if the information is accurate and complete as is. If we deny your request, you may submit a written statement of your disagreement with that decision, and we may, in turn, prepare a written rebuttal. All information related to any request to amend will be maintained and disclosed in conjunction with any subsequent disclosure of the disputed information

5. Right to an Accounting of Disclosures. You have a right to receive an accounting of disclosures of your health information made by this clinic, except that this clinic does not have to account for the disclosures provided to you or pursuant to your written authorization, or as described in paragraphs 1 (treatment), 2 (payment), 3 (health care operations), 6 (notification and communication with family) and 18 (specialized government functions) of Section A of this Notice of Privacy Practices or disclosures for purposes of research or public health which exclude direct patient identifiers, or which are incident to a use or disclosure otherwise permitted or authorized by law, or the disclosures to a health oversight agency or law enforcement official to the extent this clinic has received notice from that agency or official that providing this accounting would be reasonably likely to impede their activities.

6. Right to a Paper or Electronic Copy of this Notice. You have a right to notice of our legal duties and privacy practices with respect to your health information, including a right to a paper copy of this Notice of Privacy Practices, even if you have previously requested its receipt by e-mail.

If you would like to have a more detailed explanation of these rights or if you would like to exercise one or more of these rights, contact our Privacy Officer listed at the top of this Notice of Privacy Practices.

**D. Changes to this Notice of Privacy Practices**

We reserve the right to amend this Notice of Privacy Practices at any time in the future. Until such amendment is made, we are required by law to comply with the terms of this Notice currently in effect. After an amendment is made, the revised Notice of Privacy Protections will apply to all protected health information that we maintain, regardless of when it was created or received. We will keep a copy of the current notice posted in our reception area, and a copy will be available at each appointment. If applicable, we will also post the current notice on our website.

**E. Complaints**

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Complaints about this Notice of Privacy Practices or how this clinic handles your health information should be directed to our Privacy Officer listed at the top of this Notice of Privacy Practices, or the Emma Eccles Jones College of Education & Human Services Privacy Officer:

Joni Black  
2800 Old Main Hill  
Logan, UT 84332-2800  
(435)797-0141

If you are not satisfied with the manner in which this office handles a complaint, you may submit a formal complaint to:

Andrea Oliver  
Regional Manager  
HHS Office of Civil Rights  
Denver, CO 80294  
(800)368-1019  
[OCRMail@hhs.gov](mailto:OCRMail@hhs.gov)

The complaint form may be found at: [www.hhs.gov/ocr/privacy/hipaa/complaints/hipcomplaint.pdf](http://www.hhs.gov/ocr/privacy/hipaa/complaints/hipcomplaint.pdf)

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**Attachment B**



**Acknowledgement of Receipt of Notice of Privacy Practices**

Attached is the CEHS Notice of Privacy Practices. Your name and signature on this cover sheet indicate that you have received a copy of the CEHS Notice of Privacy Practices on the date indicated. The Notice is yours to keep.

If you have any questions regarding the information set forth in the CEHS Notice of Privacy Practices, please do not hesitate to contact the Clinic Privacy Officer at:

\_\_\_\_\_.

Printed Name of Patient: \_\_\_\_\_

Signature: \_\_\_\_\_

Authority to Sign if Not Patient: \_\_\_\_\_

Date: \_\_\_\_\_

Please detach and return this signed cover sheet to:  
Attention: Privacy Officer

Clinic Name: \_\_\_\_\_

Address: \_\_\_\_\_