

This notice describes how medical information about you may be used and disclosed and how you can get access to this information.

PLEASE REVIEW CAREFULLY

Most patients of CHOC at Mission are children. When we refer to “you” or “your” in this Notice, we refer to the patient. When we refer to types of disclosures of information to “you,” we mean disclosures to the patient, the patient’s guardian or person legally authorized to receive information about the patient.

Privacy Is Important to Us:

CHOC at Mission is committed to respecting patient privacy and protecting patient health information.

If you do not understand the terms of this Notice, or have any questions, please contact the Privacy Officer at the telephone number listed at the bottom of this notice.

Who Does This Notice Apply To?

CHOC at Mission provides health care to our patients and clients in partnership with other professionals and organizations. The privacy practices in this notice will be followed by:

- Any CHOC at Mission health care professional authorized to enter information into your hospital chart.
- All departments and units of CHOC at Mission.
- Any member of a volunteer group that is authorized by CHOC at Mission to help you.
- All employees, staff and other personnel of CHOC at Mission.
- Any business associate with whom we share health information.

Examples of Ways We Will Use or Disclose Your Health Information for Treatment, Payment, or Healthcare Operations (TPO):

Each time you visit a hospital, physician, or other healthcare provider, a record of the visit is made. Usually, this record contains symptoms, examination and test results, diagnoses, treatment and a plan for future care or treatment. This information, often referred to as a health or medical record may be used for:

Treatment: The medical information obtained by a nurse, physician, or other members of your healthcare team will be recorded in your record and used to determine the best course of treatment for you. We will also provide your physician or a subsequent healthcare provider with copies of reports in order to assist him or her in treating you once you are discharged.

Payment: A bill may be sent to you or your insurance company. The information on or with the bill may include information that identifies you, your diagnosis, procedures, and supplies used to care for you.

Healthcare Operations: Members of the medical staff, the risk or quality management staff of CHOC at Mission may use information in your health record to assess the care and outcomes in your case and others like it. This information will then be used and shared to continually improve operations necessary to run the hospital and to make sure that all patients receive quality care.

Your Privacy Rights

Although your health record is the property of CHOC at Mission, you have the right to:

- Request that we restrict how we use and disclose your health information for treatment, payment or health care operations. We are not required to agree to your request, except to the extent that you request us to restrict disclosure to a health plan or insurer, if you, or someone on your behalf, has paid for the item or service out of pocket in full. To request restrictions, you must make your request in writing. We will inform you of our decision on your written request for restriction.
- You have the right to look at or get copies of your health information *in most cases*, but the request must be in writing. We must agree to your request or we will send you our reason for denial in writing and explain how you can have the denial reviewed. There may be charges for copies made.
- Request a listing of disclosures of your medical record for the last six years. This list will not include instances where you authorized the release. It will not include releases that have occurred during regular hospital treatment, payment process and operations. The request must state the time period desired for the accounting. After the first request, there may be a charge.
- Ask in writing that we amend your health information if you believe that your health information is incorrect or important information is missing. We could deny your request to amend a record if the information was not created by us, maintained by us, or if we determine the record is accurate. You may appeal, in writing, a decision by us not to amend a record.
- Request a paper copy of this Notice.
- Request that medical information about you is communicated to you in a confidential manner or at an alternative location but you must specify how or where you wish to be contacted.

All written requests or appeals as referred to above should be submitted to the Privacy Official listed at the bottom of this notice.

Our Privacy Responsibilities:

In an effort to provide the highest quality medical care and to comply with certain legal requirements, CHOC at Mission will and is required to:

- Maintain the privacy of your health information;
- Provide you with this notice as to our legal duties and privacy practices with respect to safeguarding your health information;
- Follow the terms of this notice;
- Notify you if we are unable to agree to meet your requested restrictions; and,
- Accommodate reasonable requests you may have to communicate your health information by different means or to different locations.

Examples of How Your Information Will be Used:

- **Appointment Reminders and Call Backs:** We may use and disclose health information to contact you as a reminder that you have an appointment or to follow-up after a visit.
- **Family and Friends:** We may give information to those you identify as responsible for payment of your care, a family member, friend or any other person involved in your medical care.
- **Patient Information Directory:** Unless you notify us otherwise that you object, we will list your name, location in CHOC at Mission, general condition and religious affiliation in the hospital directory. This information may be provided to members of the clergy, and except for religious affiliation, to other people who ask for you by name including members of the media or journalists. *If you would like to opt out of being in the CHOC at Mission directory, please notify the admission staff.*

We may use or disclose medical information about you without your prior authorization for several reasons. Subject to certain requirements, we may disclose medical information about you without your prior authorization for the following purposes:

- **As required by law:** We may disclose health information about you when required to do so by federal, state, or local law such as in response to a request from law enforcement in specific circumstances or in response to valid judicial or administrative orders.
- **For Public Health:** We may disclose health information about you to public health or legal authorities charged with preventing or controlling disease, injury, disability, child abuse or neglect, etc. as required by law.
- **Research:** We may disclose health information about you to researchers when their research has been authorized through the appropriate CHOC at Mission approval process, such as the Institutional Review Board. The Institutional Review board reviews research proposals and establishes protocols to ensure the privacy of your health information.
- **Health Related Benefits and Services:** We may use health information about you to notify you of health related benefits or services that may be of interest to you. Your information will not be sold or provided to a third-party. *You will have the opportunity to refuse or opt-out of receiving this information upon first contact of receiving marketing communications.*
- **Fundraising:** We may use health information about you to solicit funds to benefit CHOC at Mission and its foundation. *You will have the opportunity to refuse or opt-out of receiving this information upon first contact of receiving fundraising communications.*
- **Business Associates:** There are some services provided at CHOC at Mission through contracts with business associates (i.e. CHOC at Mission may disclose medical information about you to a company who bills insurance companies on CHOC at Mission's behalf to enable that company to help CHOC at Mission obtain payment for the health care services we provide to you). To protect your health information we require the business associate to appropriately safeguard your information.
- **Notification:** We may use or disclose information about you to notify or assist in notifying a family member, personal representative, or another person responsible for your care, of your location and general condition.
- **Funeral Directors:** We may disclose health information to funeral directors consistent with applicable law to carry out their duties.
- **Organ Donation:** Consistent with applicable law, we may disclose health information to organ procurement organizations or other entities for the purpose of tissue donation and transplant.
- **Food and Drug Administration (FDA):** We may disclose to the FDA health information relative to adverse events.
- **Health Oversight Activities:** We may disclose health information to a health oversight agency for activities authorized by law. These oversight activities include, for example, audits, investigations, inspections, and licensure.
- **Organized Health Care Arrangement:** CHOC at Mission and its medical staff members have organized and are presenting this document to you as a joint notice. Information will be shared as necessary to carry out treatment, payment and health care operations. Physicians and caregivers may have access to protected health information in their offices to assist in reviewing the past treatment as it may affect treatment at that time.

Other Important Considerations:

Complaints: If you believe your privacy rights have been violated, please contact the Privacy Official at (877) 388-8588, or by mail at:

Privacy Official
Children's Hospital of Orange County
1201 W. La Veta
Orange, CA 92868

You can also file a complaint at:

Secretary
U.S. Department of Health and Human Services
Office of Civil Rights
200 Independence Avenue, S.W.
Washington DC 20201

Your care will never be negatively affected for filing a complaint.

Change in Notice: We reserve the right to change this Notice of Privacy Practices at any time and to make the new changes effective for all health information we currently have and any we receive in the future. We will post a copy of the current notice at CHOC at Mission and on the CHOC at Mission web site. The notice will contain the effective date. In addition, you may request a copy of the current notice each time you register or are admitted to CHOC at Mission for treatment or health care services as an inpatient or outpatient.

Other Uses of Health Information: We will not use or disclose your health information without your permission/authorization, except as described in this notice. If you choose to authorize disclosure for another purpose, you may revoke such authorization in writing at any time, except to the extent that action has already been taken upon an authorization given to us.

Privacy Official: (877) 388-8588

This notice of privacy practices is effective as of: September 23, 2013.

