

CENTRAL VERMONT HOME HEALTH & HOSPICE, INC.

NOTICE OF HOME CARE PRIVACY PRACTICES

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

Central Vermont Home Health & Hospice, Inc. (CVHHH) is committed to protecting the privacy of your health care information. This Notice is an effort to help you understand how we may use and share information related to your health, your rights, and our responsibilities with regard to that information.

A. Your Health Information Rights

Under the new federal privacy regulations, you have the right to:

- Receive a copy and an explanation of this Notice.
- Understand how we intend to use and share your information with others.
- Look at and/or receive a copy of your health care record (subject to some restrictions).
- Request that your health care record be changed if you believe the information is incomplete or incorrect (subject to some restrictions).
- Receive a list of the people with whom we shared your information with for reasons other than treatment, payment or day-to-day operations.
- Request restrictions on the sharing of your health care information. *
- Request communications by alternate means or location. *
- File a complaint if you believe your privacy rights have been violated.

* Please note that while we are not required to agree to such requests, we will make an effort to accommodate you when possible.

B. Our Responsibilities

CVHHH is required by law to maintain the privacy of your health information and to provide to you this Notice of its duties and privacy practices. We are also required to follow the terms of this Notice. You will be promptly notified in writing if there are any major changes to any of the privacy practices in this Notice.

We will not use or share your health information without authorization, except as described in this Notice (See Sections C, Routine Uses and Disclosures, and Section D, Legally Required Disclosures below).

C. Routine Uses and Disclosures

CVHHH will use and/or share your health information to:

- Provide your treatment e.g., coordinate care with staff, family care providers, and other health care providers who are facilitating and/or participating in your care.
- Schedule or remind you about a home visit.
- Let you know about services we offer that may be of interest to you.
- Obtain payment for service provided, e.g., include your diagnosis and other health information on invoices to collect payment or obtain approval for visits from your insurance company.
- Conduct health care operations such as quality assurance, performance improvement, staff education, accreditation and compliance reviews, or business planning.
- Record your information in a permanent medical record, home record (when applicable) and in our computer system.

- Enable people outside CVHHH who are helping us carry out our responsibilities, e.g. answering service, accreditation agencies, and translation services. (These business associates are required to safeguard your information in the same way as we do.)

D. Legally Required Disclosures

CVHHH may use and/or disclose protected health information when required by federal, state or local law to:

- Report risks to public health.
- Prevent or lessen serious and imminent threats to health and safety.
- Report abuse, neglect or domestic violence.
- Respond to inquiries from law enforcement officials, medical review boards, or health oversight agencies.
- Respond to subpoenas for a judicial or administrative proceeding.
- Respond to requests to governmental agencies, responsible for national security.
- Provide information to coroners, medical examiners, or funeral directors.
- Assist employees with workers' compensation claims.

E. Other Uses and Disclosures

As a client/patient of CVHHH, you will receive our newsletters and occasional fundraising information. If you would prefer not to receive these, please call us at 223-1878 and ask to speak with someone in the Community Relations or Development Office. CVHHH will not sell or release your name, address or other protected health information to another person for purposes of their marketing or fundraising efforts.

Other uses and disclosures of your information will be made only with your written authorization and you may revoke such authorization in writing at any time.

F. For More Information

For more information, please contact our Privacy Officer at Central Vermont Home Health & Hospice, Inc., 600 Granger Road, Barre, VT 05641 or by calling (802) 223-1878.

G. For a Copy of Your Medical Record

Obtain a copy of your medical record, please contact our Privacy Officer at the address and/or phone number above.

H. Complaints

If you believe your privacy rights have been violated, you can file a complaint with our Privacy Officer at the above address or with the Secretary of Health & Human Services, 200 Independence Avenue, Washington, D.C. 20201. Please know you will not be retaliated against in any way for filing a complaint.

Effective Date: April 14, 2003