

# NOTICE OF PRIVACY PRACTICES



## CATHOLIC CHARITIES OF THE ARCHDIOCESE OF MILWAUKEE, INC.

*Effective Date: 1/25/2005*

**THIS NOTICE DESCRIBES HOW PROTECTED MEDICAL  
INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED  
AND HOW YOU CAN GET ACCESS TO THIS INFORMATION.**

**PLEASE REVIEW IT CAREFULLY.**

If you have any questions about this notice, please contact Catholic Charities of the Archdiocese of Milwaukee, Inc., Associate Director (Privacy Officer), P.O. Box 070912, 3501 S. Lake Drive, Milwaukee, WI 53207-0912 or telephone (414) 769-3416.

### **WHO WILL FOLLOW THIS NOTICE.**

This notice describes **Catholic Charities of the Archdiocese of Milwaukee, Inc.**, (hereafter referred to as Catholic Charities) practices and that of:

- Any health care professional authorized to enter information into your service record.
- All departments and units of Catholic Charities.
- Any member of a volunteer group we allow to help you while you are a client with Catholic Charities.
- All employees, staff and other Catholic Charities' personnel.
- **All** physical entities, sites and locations of Catholic Charities of the Archdiocese of Milwaukee, Inc., shall follow the terms of this notice. In addition, these entities, sites and locations may share health and service information with each other for treatment, payment or Catholic Charities' operations purposes described in this notice.

### **OUR PLEDGE REGARDING HEALTH AND SERVICE INFORMATION:**

We understand that health and service information about you is personal. We are committed to protecting health and service information about you. We create a record of the care and services you receive at the Catholic Charities. We need this record to provide you with quality service and to comply with certain legal requirements. This notice applies to all of the records of your service generated by the Catholic Charities.

# NOTICE OF PRIVACY PRACTICES

This notice will tell you about the ways in which we may use and disclose health and service information about you. We also describe your rights and certain obligations we have regarding the use and disclosure of health and service information.

We are required by law to:

- Make sure that health and service information that identifies you is kept private;
- Give you this notice of our legal duties and privacy practices with respect to health and service information about you; and
- Follow the terms of the notice that is currently in effect.

## **HOW WE MAY USE AND DISCLOSE MEDICAL INFORMATION ABOUT YOU.**

The following categories describe different ways that we use and disclose health and service information. For each category of uses or disclosures we will explain what we mean and try to give some examples. Not every use or disclosure in a category will be listed. However, all of the ways we are permitted to use and disclose information will fall within one of the categories.

- **For Treatment (Service Delivery).** We may use health and service information about you to provide you with services. We may disclose health and service information about you to other staff members, technicians, students, or other Catholic Charities' personnel who are involved in providing services to you at Catholic Charities. For example, a staff member providing family counseling services to you may need to know if you are receiving other services at Catholic Charities in order to make the family counseling services more effective. Different departments of Catholic Charities also may share health and service information about you in order to coordinate the different things you need, such as assessments and other services.
- **For Payment.** We may use and disclose health and service information about you so that the services you receive at Catholic Charities may be billed to and payment may be collected from you, an insurance company or a third party. For example, we may need to give your health plan information about counseling services you received at Catholic Charities so your health plan will pay Catholic Charities or reimburse you for the service. We may also tell your health plan about a service you are going to receive to obtain prior approval or to determine whether your plan will cover the service.
- **For Operations.** We may use and disclose health and service information about you for Catholic Charities' operations. These uses and disclosures are necessary to run Catholic Charities and make sure that all of our clients receive quality services. For example, we may use health and service information to review our

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services and to evaluate the performance of our staff in caring for you. We may also combine health and service information about many Catholic Charities clients to decide what additional services Catholic Charities should offer, what services are not needed, and whether certain new services are effective. We may also disclose information to other staff members, volunteers, students, and other Catholic Charities' personnel for review and learning purposes.

- **Appointment Reminders**. We may use and disclose health and service information to contact you as a reminder that you have an appointment for services at Catholic Charities.
- **Service Alternatives**. We may use and disclose health and service information to tell you about or recommend possible service options or alternatives that may be of interest to you.
- **Health-Related Benefits and Services**. We may use and disclose health and service information to tell you about health-related benefits or services that may be of interest to you.
- **Individuals Involved in Your Care or Payment for Your Care**. We may release health and service information about you to a friend or family member who is involved in your care. We may also give information to someone who helps pay for your care.
- **Business Associates**. Catholic Charities provides some services through contracts with business associates. When these services are performed under a contract agreement we may disclose your health information to our business associates so that they can perform the job we've asked them to do. To protect your protected health and service information, however, we require any one whom Catholic Charities' identifies as a business associate to appropriately protect (safeguard) your information through a signed Business Associate Agreement.
- **Marketing and Fundraising**: Catholic Charities will not use or disclose your protected health and service information for the agency's *marketing* or *fundraising purposes* without first obtaining your written authorization.
- **Research**. Under certain circumstances, we may use and disclose health and service information about you that has been de-identified (*information disclosed could not be identified as being related to you*) specifically for research purposes. For example, a research project may involve comparing the recovery of all clients who received one type of service to those who received another, for the same condition. All research projects, however, are subject to a special approval process. This process evaluates a proposed research project and its use of health and service information, trying to balance the research needs with clients' need for privacy of their health and service information. Before we use or disclose de-

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identified health and service information for research, the project will have been approved through this research approval process, but we may, however, disclose health and service information about you to people preparing to conduct a research project, for example, to help them look for clients with specific health and service needs, so long as the health and service information they review does not leave Catholic Charities. If the researcher will have access to your name, address or other information that reveals who you are, or will be involved in your care at Catholic Charities we will always obtain your specific written authorization (permission).

- **As Required By Law.** We will disclose health and service information about you when required to do so by federal, state or local law.
- **To Avert a Serious Threat to Health or Safety.** We may use and disclose health and service information about you when necessary to prevent a serious threat to your health and safety or the health and safety of the public or another person.

### **SPECIAL SITUATIONS**

- **Military and Veterans.** If you are a member of the armed forces, we may release health and service information about you as required by military command authorities. We may also release health and service information about foreign military personnel to the appropriate foreign military authority.
- **Workers' Compensation.** We may release health and service information about you for workers' compensation or similar programs. These programs provide benefits for work-related injuries or illness.
- **Public Health Risks.** We may disclose health and service information about you for public health activities. These activities generally include the following:
  - To prevent or control disease, injury or disability;
  - To report births and deaths;
  - To report child abuse or neglect;
  - 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 contracting or spreading a disease or condition;
  - To notify the appropriate government authority if we believe a patient has been the victim of abuse, neglect or domestic violence. Catholic Charities

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will only make this disclosure if you agree or when Catholic Charities is required or authorized by law to do so.

- **Health Oversight Activities.** We may disclose health and service information to a health oversight agency for activities authorized by law. These oversight activities include, for example, audits, investigations, inspections, and licensure. These activities are necessary for the government to monitor the health care system, government programs, and compliance with civil rights laws.
- **Lawsuits and Disputes.** If you are involved in a lawsuit or a dispute, we may disclose health and service information about you in response to a court or administrative order. We may also disclose health and service information about you in response to a court subpoena, discovery request, or other lawful process by someone else involved in the dispute, but only if efforts have been made to tell you about the request or to obtain an order protecting the information requested.
- **Law Enforcement.** We may release health and service information if asked to do so by a law enforcement official:
  - In response to a court order, subpoena, warrant, summons or similar process;
  - To identify or locate a suspect, fugitive, material witness, or missing person;
  - About the victim of a crime if, under certain limited circumstances, we are unable to obtain the person's agreement;
  - About a death we believe may be the result of criminal conduct;
  - About criminal conduct at Catholic Charities; and
  - In emergency circumstances to report a crime; the location of the crime or victims; or the identity, description or location of the person who committed the crime.
- **National Security and Intelligence Activities.** We may release health and service information about you to authorized federal officials for intelligence, counterintelligence, and other national security activities authorized by law.
- **Protective Services for the President and Others.** We may disclose health and service information about you to authorized federal officials so they may provide protection to the President, other authorized persons or foreign heads of state or conduct special investigations.
- **Inmates.** If you are an inmate of a correctional institution or under the custody of a law enforcement official, we may release health and service information

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about you to the correctional institution or law enforcement official. This release would be necessary (1) for the institution to provide you with health care; (2) to protect your health and safety or the health and safety of others; or (3) for the safety and security of the correctional institution.

### **YOUR RIGHTS REGARDING MEDICAL INFORMATION ABOUT YOU.**

You have the following rights regarding health and service information we maintain about you:

- **Right to Inspect and Copy.** You have the right to inspect and copy health and service information that may be used to make decisions about your care. Usually, this includes service and billing records, but does not include psychotherapy notes.

To inspect and copy health and service information that may be used to make decisions about you, you must submit your request in writing to Catholic Charities' Associate Director (Privacy Officer) located at 3501 S. Lake Drive, P.O. Box 070912, Milwaukee, WI 53207-0912. If you request a copy of the information, we may charge a fee for the costs of copying, mailing or other supplies associated with your request.

We may deny your request to inspect and copy in certain very limited circumstances. If you are denied access to service information, you may request that the denial be reviewed. Another licensed health care professional chosen by Catholic Charities will review your request and the denial. The person conducting the review will not be the person who denied your request. We will comply with the outcome of the review.

- **Right to Amend.** If you feel that health and service information we have about you is incorrect or incomplete, you may ask us to amend the information. You have the right to request an amendment for as long as the information is kept by or for Catholic Charities.

To request an amendment, your request must be made in writing and submitted to Catholic Charities' Associate Director (Privacy Officer) located at 3501 S. Lake Drive, P.O. Box 070912, Milwaukee, WI 53207-0912. In addition, you must provide a reason that supports your request.

We may deny your request for an amendment if it is not in writing or does not include a reason to support the request. In addition, we may deny your request if you ask us to amend information that:

- Was not created by us, unless the person or entity that created the information is no longer available to make the amendment;
- Is not part of the health and service information kept by or for Catholic Charities;

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- Is not part of the information which you would be permitted to inspect and copy; or
- Is accurate and complete.
- **Right to an Accounting of Disclosures.** You have the right to request an "accounting of disclosures" of your protected health information from Catholic Charities. This is a list of disclosures we have made of health and service information about you either as permitted or required by law. The 'accounting' does not include disclosures for the purposes of Catholic Charities' Treatment (Service Delivery), Payment or Operations, or, disclosures made because you provided written authorization, or, disclosures made to the individual patient/client, or, disclosures made which state law permit us not to provide to YOU.

To request this list or accounting of disclosures, you must submit your request in writing to Catholic Charities' Associate Director (Privacy Officer) located at 3501 S. Lake Drive, P.O. Box 070912, Milwaukee, WI 53207-0912. Your request must state a time period which may not be longer than six years and may not include dates before April 14, 2003. Your request should indicate in what form you want the list (for example, on paper, electronically). The first list you request within a 12 month period will be free. For additional lists, we may charge you for the costs of providing the list. We will notify you of the cost involved and you may choose to withdraw or modify your request at that time before any costs are incurred.

- **Right to Request Restrictions.** You have the right to request a restriction or limitation on the health and service information we use or disclose about you for treatment, payment or health care operations. You also have the right to request a limit on the health and service information we disclose about you to someone who is involved in your care or the payment for your care, like a family member or friend. For example, you could ask that we not use or disclose information about a counseling episode you had.

***We are not required to agree to your request.*** If we do agree, we will comply with your request unless the information is needed to provide you emergency treatment.

To request restrictions, you must make your request in writing to Catholic Charities' Associate Director (Privacy Officer) located at 3501 S. Lake Drive, P.O. Box 070912, Milwaukee, WI 53207-0912. 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) to whom you want the limits to apply, for example, disclosures to your spouse.

- **Right to Request Confidential Communications.** You have the right to request that we communicate with you about health and service matters in a certain way

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or at a certain location. For example, you can ask that we only contact you at work or by mail.

To request confidential communications, you must make your request in writing to Catholic Charities' Associate Director (Privacy Officer) located at 3501 S. Lake Drive, P.O. Box 070912, Milwaukee, WI 53207-0912. We will not ask you the reason for your request. We will accommodate all reasonable requests. Your request must specify 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 and Catholic Charities will provide one to you at the time of your first in-person contact. 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 are still entitled to a paper copy of this notice.

You may obtain a copy of this notice at our website, [www.ccmke.org](http://www.ccmke.org).

To obtain a paper copy of this notice, contact:

Catholic Charities, Associate Director (Privacy Officer),  
P.O. Box 070912, Milwaukee, WI 53207-0912.

### **CHANGES TO THIS NOTICE**

We reserve the right to change this notice. We reserve the right to make the revised or changed notice effective for health and service information we already have about you as well as any information we receive in the future. We will post a copy of the current notice in all of Catholic Charities' service locations. The notice will contain on the first page, in the top right-hand corner, the effective date. In addition, each time you register at or are admitted to Catholic Charities for services, you may request a copy of the current notice in effect.

### **COMPLAINTS**

If you believe your privacy rights have been violated, you may file a complaint with Catholic Charities or with the Secretary of the Department of Health and Human Services.

To file a complaint with the Secretary of the U.S. Department HHS contact: Secretary of the U.S. Department of Health and Human Services, Hubert H. Humphrey Building, 200 Independence Avenue, S. W., Washington, D.C. 20201.

To file a complaint with Catholic Charities contact: **Associate Director (Privacy Officer) at (414) 769-3416 and submit in writing to: Catholic Charities, Associate Director, P.O. Box 070912, Milwaukee, WI 53207-0912. All complaints must be submitted in writing.**

**You will not be penalized for filing a complaint.**



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## **OTHER USES OF HEALTH AND SERVICE INFORMATION.**

Other uses and disclosures of health and service information not covered by this notice or the laws that apply to us will be made only with your written authorization (permission). If you provide us with written authorization to use or disclose health and service information about you, you may revoke that authorization, in writing, at any time. If you revoke your authorization, we will no longer use or disclose health and service information about you for the reasons covered by your written authorization. You understand that we are unable to take back any disclosures we have already made with your permission, and that we are required to retain our records of the care that we provided to you.