

# Joint Notice of Privacy Practices

Effective October 2018

**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.**

## Our responsibilities

St. Vincent takes the privacy of your health information seriously. We understand the importance and sensitivity of your health information. We are required by law to maintain your privacy and to provide you with this Notice of Privacy Practices ("Notice"). We are required to abide by the terms of the Notice that are currently in effect.

## How we may use and disclose your health information

We protect the privacy of your health information because it is the right thing to do. We use your health information (and allow others to have it) only as permitted by federal and state laws. When we care for you, we gather and create some of your health information. This Notice includes examples of how we will use and share your information. Not every use or disclosure is listed below; however, all permissible uses and disclosures will fall within one of the categories.

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**For treatment:** We use information about you to understand your health condition and to treat you when you are sick. We may share your health information with doctors, nurses, aides, technicians or other employees who are involved in taking care of you. We might use your health information to manage or coordinate your treatment, healthcare or other related services. We might share your medical information with your physician or other healthcare provider who is providing treatment to you, whether or not we are involved with your treatment at the time. For example, a doctor treating you for a broken leg may need to know if you have diabetes because if you do, this may affect your recovery. We may receive and share prescription information to help you avoid harmful drug interactions. Different departments of the facility may also share health information about you to coordinate care you might need such as medications, X-rays, laboratory work, etc.

**For payment:** To receive payment for our services, we may send your health information to an insurance company or other third-party payor. We may also disclose your medical information to another healthcare provider for their own payment activities. For example, your insurance company may request information about your surgery and we must provide that information to obtain payment. The physician who reads your x-ray may need to bill you or your insurance company for reading your X-ray; therefore, your billing information may be shared with that physician.

**For healthcare operations:** We may use and disclose your health information to enable St. Vincent to make sure you receive competent, quality healthcare, and to maintain and improve the quality of healthcare we provide. We may assess the care and outcomes in your case and others like it and then use the results to continually improve the quality of care for all patients we serve. We may also provide your health information to renew our governmental licenses or other accreditations. For example, we may combine health information about many patients to evaluate the need for new services or treatment. We may combine health information we have with that of other facilities to see where we can improve our quality of care.

## The law sometimes requires us to share information for specific purposes, including reporting to:

- The Indiana Department of Health to report communicable diseases, traumatic injuries, birth defects, or for vital statistics such as a baby's birth.
- A funeral director or an organ-donation agency, when a patient dies, or to a medical examiner when appropriate to investigate a suspicious death.
- The appropriate governmental agency, if an injury or unexpected death occurs at our facility.
- Public health authorities, to report child or elderly abuse, or suspected child or elderly abuse, if authorized or otherwise required to report by law.
- Law enforcement official, if required to do so by law, for example, to identify or locate a suspect, fugitive, material witness, missing person, or to report a crime or criminal conduct at the facility.
- Governmental inspectors, who, for example, make sure our facilities are safe.
- Military command authorities or the Department of Veterans Affairs, for patients who are in the military or veterans.
- A correctional institution or law enforcement official, if you are an inmate in a correctional institution and if the correctional institution or law enforcement authority makes certain requests to us.
- The Secret Service or National Security Agency, if required, to protect the country or the president.
- A medical device manufacturer, as required by the Food and Drug Administration, to monitor the safety of a medical device.
- Court officers, as required by law, in response to a court order or a valid subpoena.
- Governmental authorities, to prevent serious threats to the public's health or safety.
- Governmental agencies and other affected parties, to report a breach of health information privacy, or in the case of a compliance review to determine whether we are complying with privacy laws.
- A worker's compensation program, if a person is injured at work and claims benefits under that program.

- Business associates or third parties, that we have contracted with to perform agreed-upon services.
- Indiana Health Information Exchange (IHIE) that permits computer-based transfer of health information directly between healthcare providers at different location and institutions to facilitate your care and treatment. If you do not want your information to be shared in this way, you can opt-out by contacting the Privacy Official.

## Additional information

**Facility directory:** We may include certain limited information about you in our directory while you are a patient. This information may include your name, location in our facility, your general condition (e.g., fair, stable, etc.) and your religious affiliation. The directory information, except for your religious affiliation, may also be released to people who ask for you by name. Your religious affiliation may be given to a member of the clergy, such as a priest or minister, even if they do not ask for you by name. If you do not wish to be included in the facility directory, you will be given an opportunity to object at the time of admission.

**Individuals involved in your care or payment for your care:** We may release health information about you to a family member, or any other person identified by you who is involved in your healthcare or helps pay for your care. We may also disclose health information about you to notify your family or an emergency contact that you are at St. Vincent or to an entity assisting in a disaster relief effort so that your family can be notified about your condition, status and location. We will not share this information with these individuals if we are aware of your desire to not have this information shared. If you are unable to object, our healthcare providers will use their best judgment in communicating with your family and others.

**Disclosures to you:** Upon a request by you, we may use or disclose your medical information in accordance with your request. We may contact you to remind you about appointments and tell you about possible treatment alternatives or health-related benefits or services.

**Fundraising:** We may contact you for fundraising purposes to raise money to support our mission. You may opt out of receiving such communications by following the opt-out instructions on the communication you receive or by contacting the St. Vincent Foundation.

**Incidental uses and disclosures:** While we have safeguards in place, your medical information may inadvertently be disclosed. For example, while we have safeguards in place to protect against others overhearing our conversations that take place between doctors, nurses or other St. Vincent personnel, there may be times that conversations are in fact overheard.

**Disclosures by members of our workforce:** Members of our workforce, including employees, volunteers, trainees or independent contractors, may disclose your medical information to a health oversight agency, public health authority, healthcare accreditation organization or attorney hired by the workforce member, to report the workforce member's belief that we have engaged in unlawful conduct or that our care or services could endanger a patient, worker or the public. In addition, if a workforce member is a crime victim whom you are involved with, the member may disclose your personal information to a law enforcement official to report the crime.

**Research:** Under certain circumstances, we may use and disclose health information about you for research purposes. All research projects are subject to a special approval process and information released is done so only with your consent or with appropriate authority as permitted by law. We may share medical information about you with people preparing to conduct a research project. For example, we may share information to help them look for patients with specific medical needs.

**Disclosures of records containing drug or alcohol abuse information:** Due to federal law, we will not release your medical information if it contains information about drug or alcohol abuse without your written permission except in very limited situations.

**Psychotherapy notes:** If applicable, we must obtain your written authorization before we may use or disclose your psychotherapy notes, except for: use by the originator of the psychotherapy notes for treatment; use or disclosure by St. Vincent to its own mental health training programs; or use or disclosure by St. Vincent to defend itself in a legal action or other proceeding brought by the individual to whom the notes apply.

**Marketing:** We must obtain your written authorization before we may use or disclose your health information for marketing purposes, except for face-to-face communications made by us to you or a promotional gift of nominal value provided by us to you. You may opt out of receiving such communications by following the opt-out instructions on the communication you receive.

**Breach notification:** We are required to notify you in the event of a breach of your unsecured protected health information, and will do so.

## Other uses of health information

Other uses and disclosures of health information not covered by this Notice or the laws that apply to us will be made only with your written authorization. If you provide us authorization to use or disclose your health information, you may revoke that authorization, in writing, at any time. If you revoke your authorization, we will no longer use or disclose health 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 under the authorization, and that we are required to retain our records of the care that we provided to you.

## Your rights regarding your health information

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

**Right to request restrictions:** You have the right to request a restriction or limitation on the health information we use or disclose about you for treatment, payment or healthcare operations. You also have the right to request a limit on the health information we disclose about you to someone who is involved in your care or the payment for your care. You have the right to restrict disclosures of your health information to your health plan for payment and healthcare operations purposes (and not for treatment) if the disclosure pertains to a healthcare item or service for which you paid out-of-pocket in full. If requesting a restriction for a healthcare item or service for which you paid out-of-pocket in full, we will honor your request, unless the disclosure is necessary for your treatment or is required by law.

For all other restriction requests, **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.

Any request for restrictions must be sent in writing to the Privacy Official.

**Right to request confidential communications:** You have the right to request that we communicate with you or your personal representative about your healthcare in an alternative way or at a certain location. To request confidential communications, you must make your request in writing to the Privacy Official. 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 access, inspect and copy:** You have the right to inspect and obtain a paper or electronic copy of your medical information that we use to make decisions about your care, when you submit a written request. 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.

**Right to amend:** You have the right to ask us to amend your health and/or billing information for as long as the information is kept by us. We may deny your request for an amendment and, if this occurs, you will be notified of the reason for the denial and provided an opportunity to appeal the denial.

**Right to an accounting of disclosures:** You have the right to request a list of certain disclosures that we have made of your health information that were for purposes other than treatment, payment or healthcare operations or were authorized by you.

**Right to a paper copy of this Notice:** You have the right to a paper copy of this Notice. 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 web site at [www.stvincent.org/legal](http://www.stvincent.org/legal) or contact the Privacy Official.

## To whom this Notice applies

This Notice describes St. Vincent practices and those of:

- Any healthcare professional authorized to enter information into or consult your medical record or who provides treatment to you while you are at or in the facility, including but not limited to, attending physicians, radiologists, pathologists, anesthesiologists, surgeons, internal medicine physicians, emergency department physicians, staff members of such physicians, and any other physician or healthcare provider that is involved in your care at the facility.
- St. Vincent Hospitals, St. Vincent System subsidiaries and St. Vincent subsidiary organizations, including, but not limited to, hospitals, ambulatory surgery centers, imaging and oncology centers, physician practices and shared services centers.
- Any member of a volunteer group serving St. Vincent.
- All employees, staff and other St. Vincent personnel, and any resident, student or trainee who trains at the facility.

All of these entities, sites and locations follow the terms of this Notice while providing services at our facility. In addition, these entities, sites and locations may share health information with each other for treatment, payment or operations purposes described in this Notice.

**Changes to this Notice:** We reserve the right to change this Notice. We reserve the right to make the revised Notice effective for health information we already have about you, as well as any information we receive in the future. The Notice will be posted in our facility and on our website, and include the effective date. The Notice is also available to you upon request. In addition, if we revise the Notice, you may request a copy of the Notice currently in effect.

**Complaints:** If you believe your privacy rights have been violated, you may file a complaint with St. Vincent or with the Secretary of the Department of Health and Human Services. To file a complaint with us, contact the Privacy Official. All complaints must be submitted in writing. **You will not be penalized, discriminated against, retaliated against, or intimidated for filing a complaint.** If you have any questions about this Notice, please contact our Privacy Official at 888-395-9888, or St. Vincent, Parkwood West, 250 W. 96th Street, Suite 425, Indianapolis, IN 46260.

**If you have any questions about this Notice, please contact our Privacy Official at 888-395-9888.**

## Discrimination is Against the Law!

St. Vincent complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex.

St. Vincent does not exclude people or treat them differently because of race, color, national origin, age, disability or sex.

St. Vincent provides free aids and services to people with disabilities to communicate effectively with us, such as:

- Qualified sign language interpreters; and
- Written information in other formats (large print, audio, accessible electronic formats and other formats).

St. Vincent provides free language services to people whose primary language is not English, such as:

- Qualified interpreters; and
- Information written in other languages.

If you need these services, contact the St. Vincent Care Line at 317-338-CARE (2273).

If you believe that St. Vincent has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability or sex, you can file a grievance with:

### Adam Oatess

Regional Compliance Officer  
St. Vincent Parkwood West  
250 W. 96th St.  
Indianapolis, IN 46260

📞 317-583-3237

📠 317-583-4503

AMOatess@ascension.org

You can file a grievance in person or by mail, fax or email. If you need help filing a grievance, Adam Oatess, Regional Compliance Officer, is available to help you. You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complain Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services  
200 Independence Avenue SW  
Room 509F, HHH Building  
Washington, DC 20201

1-800-368-1019, 800-537-7697 (TDD)

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

## Language Assistance Services

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-317-338-2273 (TTY: 711).

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-317-338-2273 (TTY : 711)。

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-317-338-2273 (TTY: 711).

Wann du Deitsch (Pennsylvania German) schwetzscht, kannscht du mitaus Koschte ebber gricke, ass dihr helft mit die englisch Schprooch. Ruf selli Nummer uff: Call 1-317-338-2273 (TTY: 711).

သတိပြုရန် - အကယ်၍ သင်သည် မြန်မာစကား ကို ပြောပါက၊ ဘာသာစကား အကူအညီ၊ အခမဲ့၊ သင့်အတွက် စီစဉ်ဆောင်ရွက်ပေးပါမည်။ ဖုန်းနံပါတ် 1-317-338-2273 (TTY:711) သို့ ခေါ်ဆိုပါ။

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-317-338-2273 (رقم هاتف الصم والبكم: (TTY: 1-711).

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-317-338-2273 (TTY: 711) 번으로 전화해 주십시오.

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-317-338-2273 (TTY: 711).

ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-317-338-2273 (ATS: 711).

注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。1-317-338-2273 (TTY: 711) まで、お電話にてご連絡ください。

AANDACHT: Als u nederlands spreekt, kunt u gratis gebruikmaken van de taalkundige diensten. Bel 1-317-338-2273 (TTY: 711).

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-317-338-2273 (TTY: 711).

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-317-338-2273 (телетайп: 711).

ਧਿਆਨ ਦਿਓ: ਜੇ ਤੁਸੀਂ ਪੰਜਾਬੀ ਬੋਲਦੇ ਹੋ, ਤਾਂ ਭਾਸ਼ਾ ਵਿੱਚ ਸਹਾਇਤਾ ਸੇਵਾ ਤੁਹਾਡੇ ਲਈ ਮੁਫਤ ਉਪਲਬਧ ਹੈ। 1-317-338-2273 (TTY: 711) 'ਤੇ ਕਾਲ ਕਰੋ।

ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए सुप्त में भाषा सहायता सेवाएं उपलब्ध हैं। 1-317-338-2273 (TTY: 711) पर कॉल करें।