

Our Privacy Responsibilities

The Children's Center is required by law to:

- Maintain the privacy of your health information
- Provide this notice that describes the ways we may use and share your health information
- Follow the terms of the notice currently in effect.

We reserve the right to make changes to this notice at any time and make the new privacy practices effective for all information we maintain. Current notices will be posted in facilities of The Children's Center and on our website, www.tccslc.org. You may also request a copy of any notice from: The Children's Center Privacy Officer.

Your Individual Rights

You have the right to:

- Request restrictions on how we use and share your health information. We will consider all requests for restrictions carefully but are not required to agree to any restriction.
- Request that we use a specific telephone number or address to communicate with you.
- Inspect and copy your health information, including medical and billing records. Fees may apply. Under limited circumstances we may deny you access to a portion of your health information and you may request a review of the denial. *
- Request corrections or additions to your health information. *
- Request an accounting of certain disclosures of your health information made by us. The accounting does not include disclosures made for treatment, payment, and health care operations and some disclosures required by law. Your request must state the period of time desired for the accounting, which must be within the six years prior to your request and must exclude dated prior to April 14, 2003. The first accounting will be free but a fee will apply if more than one request is made in a 12-month period. *

Requests marked with a star (*) must be made in writing. Contact The Children's Center Privacy Office for the appropriate form for your request.

Contact Us

If you would like further information about your privacy rights, are concerned that your privacy rights have been violated, or disagree with a decision that we made about access to your health information:

Contact The Children's Center Privacy Officer
350 South 400 East
Salt Lake City, Utah 84111
(801) 582-5534

Or contact the Privacy Coordinator in the facility where you received care.

We will investigate all complaints and will not retaliate against you for filing a complaint. You may also file a written complaint with the office of Civil Rights of the U.S. Department of Health and Human Services.

NOTICE OF PRIVACY PRACTICES

Effective: April 14, 2003



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.

Privacy Promise

The Children's Center understands that your medical and health information is personal. Protecting your health information is important. We follow strict federal and state laws that require us to maintain the confidentiality of your health information.

How We Use Your Health Information

When you receive services from The Children's Center, we may use your health information for treating you, billing for services, and conducting our normal business known as health care operations. Examples of how we use your information include:

Treatment – We keep records of the care and services provided to you. Health care providers use these records to deliver quality care to meet your needs. For example, your therapist may share your information with another therapist or specialist who will assist in your treatment.

Payment – We keep billing records that include payment information and documentation of the services provided to you. Your information may be used to obtain payment from you, your insurance company, or other third party. We may also contact your insurance company to verify coverage for your care or to notify them of upcoming services that may need prior notice of approval. For example we may disclose information about the services provided to you to claim and obtain payment from your insurance company or Medicaid.

Health Care Operations – We use health information to improve the quality of care; train staff and students, provide customer service, manage costs, conduct required business duties, and make plans to better service our community. For example, we may use your health information to evaluate the quality of treatment and services provided by our staff.

We may also use your health information to:

- Recommend treatment alternatives
- Share information with family or friends involved in your care or payment for your care.
- Share information with third parties who assist us with treatment, payment and health care operations.
- Remind you of an appointment (*optional, notify the receptionist if you do not wish to be reminded.*)
- Contact you for fundraising purposes (*optional, notify the business office if you do not wish to be contacted.*)

More Information

For more information about the practices and rights described in this notice:

- Visit our web site at www.tccslc.org
- Contact our Privacy Officer at the phone number and address on the back of this notice.
- Contact our Privacy Coordinator at the facility where you received care.

Sharing Your Health Information

There are limited situations when we are permitted or required to disclose health information (other than for treatment, payment, or health care operations) without your signed authorization. These situations are:

- For public health purposes such as reporting communicable diseases, or other diseases or injuries permitted by law.
- To protect victims of abuse, neglect, or domestic violence.
- For health oversight activities such as investigations, audits, and inspections.
- For lawsuits or similar proceedings.
- When otherwise required by law
- When requested by law enforcement as required by law or court order.
- For research approved by our review process and under strict guidelines

All other uses and disclosures, not described in this notice, require your signed authorization. You may revoke your authorization at any time with a written statement.

Other Services We Provide