

Effective Date: July 12, 2016

Notice of Privacy Practices

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

It's Your Information

Your health record belongs to Nemours, but it's **YOUR** information.

It is our responsibility to...

- Maintain the privacy and security of your health information.
- Follow the duties and privacy practices described in this notice.
- Give you a copy of this notice and be available to you if you have any questions or concerns.
- Use your information only as described here unless you tell us we can.
- Notify you promptly if your information has been compromised.

We know your health information is very personal and we are committed to protecting your privacy. This Notice applies to The Nemours Foundation and its affiliated companies.



Nemours®

If you have given someone medical power of attorney or if someone is your legal guardian, that person can exercise your rights and make choices about your health information.

We will make sure the person has this authority and can act for you before we take any action.

How might Nemours use and share my information?

We may use and share your health information for the following purposes and examples:

- **To ensure you get the best treatment possible.**
 - » We will share details of your diagnosis and treatment information with your other health care providers.
 - » We will share diagnosis and treatment information with Health Information Exchanges so that you don't experience unnecessary delays in your care when you are treated by providers who participate in those exchanges.
 - » We will share your diagnosis and treatment information within Nemours as needed to provide the best care possible.
- **To receive payment for the services we provide.**
 - » We give your insurance company information so they can pay us for services provided to you.
 - » Planned treatments may be shared so that we can get approval for your needed services.
- **To improve the delivery of our care and operations.**
 - » We may use all, or part, of your health information to improve treatment methods.
 - » We will use your health information to offer the best services to our patients and families.
 - » We may share your health information with our business partners to evaluate our programs and facilities.
- **To inform you of health-related services and benefits:**
 - » so that you know about new Nemours services or locations
 - » to send you educational materials about your illness or condition
 - » to announce the addition or departure of a doctor or other care provider
 - » to remind you about appointments and prescription refills
 - » to tell you about special events and fundraising activities

What if I have a question?

- You can reach any Nemours department, team or person by calling: (800) SOS-KIDS (767-5437).
- If you have a question regarding your health care information privacy, please contact the Nemours Chief Privacy Officer at (800) 472-6610, or email privacy@nemours.org.

Your Health Information Rights

■ Access to Records

- » You can ask to receive an electronic or paper copy of your medical record and other health information.
- » We will provide a copy or a summary of your health information, usually within 30 days of your request. We may charge a reasonable, cost-based fee.
- » In rare circumstances, we may deny your request along with an explanation. If we deny your request, you may request a review by another health care professional, who will be chosen by Nemours, and we will comply with the outcome of the review.

■ Requests for Restrictions

- » You can ask Nemours not to share your health information for purposes of treatment, payment or health care operations. You can also request a restriction of release to people involved in your care. For instance, you can request that we do not share information about a procedure or treatment.
- » We are not required to agree to your request, but we will try to do so and will let you know if we can. If we do agree to the restriction, we will comply with it unless the information is needed to provide emergency treatment.
- » If you pay for a service or health care item out-of-pocket in full, you can ask us not to share that information for the purpose of payment or our operations with your health insurer.
 - We will say “yes” unless a law requires us to share that information.

■ Requests for Confidential Communications

- » You can ask us to contact you about medical matters in the way that makes you comfortable. For example, you can ask that we only contact you at work or by mail.
 - We will say “yes” to all reasonable requests.

■ Amendments to Protected Health Information

- » If you believe the information we have is incorrect or incomplete, you may request an update in writing.
- » Nemours will review the request and notify you of our decision in writing. If approved, Nemours will update the information. We will also make a reasonable effort to notify people to whom the information was released.
- » In case we deny the request, Nemours will provide the reason for the denial within 60 days and instructions on how to appeal.

■ Accounting of Disclosures

- » You have the right to request a report listing people and entities that Nemours shared your health information for purposes other than treatment, payment or health care operations.

■ Where can I get a copy of the Notice of Privacy Practices?

- » You have the right to a copy of this Notice. We have the right to change this Notice as needed, but the most recent copy will be available here or at a registration or check-in desk.

What information might we disclose without you agreeing or objecting?

- **If Required by Law.** If federal, state or local laws require us to disclose your health information, we are compelled to do so.
- **Public Health Purposes.** We may disclose your health information for public health activities. Public health activities are things such as:
 - » preventing or controlling disease, injury or disability
 - » reporting births and deaths
 - » reporting reactions to medications or problems with products
 - » notification of recalls of products a person may be using
 - » notifying a person who may have been exposed to a disease or may be at risk for contracting or spreading a disease or condition
- **Abuse or Neglect.** We may disclose protected health information to a public health authority or other government authority that is authorized by law to receive reports of abuse, domestic violence or neglect.
- **Health Oversight Activities.** We may disclose your health information to an oversight agency for activities authorized by law. Examples are 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.
- **To Avert a Serious Threat to Health or Safety.** Nemours may use or disclose your health information when necessary to prevent a serious threat to your health and safety or the health and safety of the public or another person.
- **Organ and Tissue Donation.** If you are an organ donor, we may release your health information to organizations that handle organ procurement or organ, eye or tissue transplantation, or to an organ donation bank, as necessary to facilitate organ or tissue donation and transplantation.
- **Workers' Compensation.** We may release your health information for workers' compensation or similar programs. These programs provide benefits for work-related injuries or illnesses.
- **Military and Veterans.** If you are a member of the armed forces, Nemours may release your health information as required by military command authorities.
- **Judicial and Administrative Proceedings.** We may disclose your health information in response to a court or administrative order, subpoena, discovery request or other lawful process by someone else involved in the dispute.
- **Coroners, Medical Examiners and Funeral Home Directors.** We may release your health information to a coroner or medical examiner. This may be necessary, for example, to identify a deceased person or determine the cause of death. We may also release your health information to funeral directors to carry out their duties.

- **Correctional Institutions.** If you are an inmate of a correctional institution or under the custody of law enforcement officials, we may release your health information. This is necessary to provide you with health care, to protect the health and safety of others, or for the safety and security of the correctional institution.
- **National Security and Intelligence Activities.** We may release your health information 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 your health information to government law enforcement so they may provide protection to elected constitutional officers, heads of state or to conduct investigations.
- **Law Enforcement.** We may release your health information if asked to do so by law enforcement officials when they are:
 - » trying to identify or locate a criminal suspect, fugitive, material witness or missing person
 - » investigating a crime
 - » investigating a death we believe may be the result of suspicious conduct

In necessary circumstances to report a crime — including the location or victims or the identity, description or location of the person who committed the crime.

- **Research.** We conduct and participate in many research activities. All research projects must be approved through a special review process to protect patient safety, welfare and privacy. The review process determines whether the request for your information has met federal and state requirements to protect your information.

What health information may Nemours use and disclose if you do not object?

Marketing. Nemours may use your health information to send you educational materials related to your illness or condition, to advise you about certain treatment alternatives related to your illness or condition or to tell you about certain health-related benefits and services related to your illness or condition. Another example would be, the hospital directory (for inpatients only). We will include limited information about you in our hospital directories while you are visiting. This is so your family, friends and clergy can visit you in the hospital.

It is your choice whether you want your information included in our directory. At any point during the stay you can request that your information be excluded.

Family Members and Others Involved in Your Health Care. We may share your health information with your friend(s) or family member(s) involved in your medical care, once you give us permission to do so. In addition, we may disclose health information about you to an entity assisting in a disaster relief effort (such as the Red Cross) so that your family can be notified about your condition, status and location.

What about other uses of my health information?

Uses and disclosures of your health information not covered by this Notice or federal or state laws that protect your health information will be made only with your written authorization.

Can I revoke my authorization to disclose information?

If you authorize us to use or disclose your health information, but you change your mind, you can revoke your authorization at any time by providing our Health Information Team a written request. We will stop sharing your information immediately upon processing your request. However, we will be unable to recall/redact any information we have already shared.

Can I be removed from fundraising communications?

We may contact you for fundraising efforts, but you can tell us not to contact you again. If you don't want to receive requests or communications about fundraising, please email giving@nemours.org or write to Nemours Fund for Children's Health, Shands House, 1600 Rockland Road, Wilmington, DE 19803.

What if I believe my health care information rights have been violated and I want to file a complaint?

You may file a complaint with Nemours or with the Department of Health and Human Services. You will not be retaliated against for filing a complaint.

You can file a complaint with the U.S. Department of Health and Human Services Office for Civil Rights by sending a letter to 200 Independence Avenue, S.W., Washington, D.C. 20201, calling 1 (877) 696-6775, or visiting www.hhs.gov/ocr/privacy/hipaa/complaints/.

You may also contact us directly to resolve any concerns or answer questions about about your health care information, please contact the Nemours Chief Privacy Officer at (800) 472-6610, email privacy@nemours.org, or contact us by mail at this address:

The Nemours Privacy Office
10140 Centurion Parkway North, Jacksonville, FL 32256

If you wish to remain anonymous, call (866) NEM-HOTLINE (636-4685).

What if my information is lost or stolen from Nemours?

The Nemours Privacy Officer will contact you, informing you what information was lost and how best to protect yourself.