

Notice of Information Practices

Norwell Visiting Nurse Association, Inc.

Notice of Information Practices

Effective Date: 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 carefully.

Patient Privacy

At Norwell VNA (NVNA) and Hospice, your privacy is a priority. We follow strict federal and state guidelines to maintain the confidentiality of your medical information.

How do we use medical in-formation?

When you are receiving services from NVNA and Hospice, we use your medical information to treat you, to obtain payment for services, and to conduct normal business known as health care operations. Examples of how we use your in-formation include:

Treatment - We keep a record of each visit and/or admission. This record may include your test results, diagnoses, medications or other therapies. This allows your doctors, nurses, and other clinical staff to provide the best care to meet your needs.

Example: A nurse obtains treatment information about you and enters it in a health record.

Payment - We document the services and supplies you receive at each visit or admission so that you, your insurance company or other third party can pay us. We may tell your health plan about upcoming treatment or services that require their prior approval.

Example: We provide information regarding your care to your insurance company in order to receive payment.

Health Care Operations - Medical information is used to improve the services we provide, to train staff and students, for business management, quality improvement, and for customer service.

Example: We provide medical records access to accrediting agencies in order to assess quality of care.

Other Services

We may also use information to:

- Recommend treatment alternatives
- Tell you about health benefits and services
- Communicate with family or friends involved in your care

- Communicate with other business associates for treatment, payment or health care operations (Business associates must follow our strict privacy rules).
- Send appointment reminders*
- Contact you for NVNA and Hospice fundraising*

Your Choice

Services followed by a star (*) are optional. Tell the scheduler, admitting clinician or fundraiser (if contacted) that you do not wish to participate.

Need more information?

- Visit our web site for the full text of the [U.S. Department of Health and Human Services Privacy Rule](#) at www.NVNA.org (you will need "Adobe Acrobat Reader" to be able to read this document on your computer. [Download Acrobat Reader free software here.](#))
- Call or write the NVNA and Hospice's Privacy Officer at 781.659.2342 or 120 Longwater Drive, Norwell, MA 02061.

Information We Share

There are limited times when we are permitted or required to disclose medical information without your signed permission. These situations are listed below:

- For public health activities such as tracking diseases or medical devices
- To protect victims of abuse or neglect
- For federal and state health oversight activities such as fraud investigations
- For judicial or administrative proceedings
- If required by law or for law enforcement
- To coroners, medical examiners and funeral directors
- For organ donation
- To avert serious threat to public health or safety
- For specialized government functions such as national security and intelligence
- To Workers Compensation if you are injured at work
- To a correctional institution if you are an inmate
- For research following strict internal review to ensure protection of information

All other uses and disclosures, not previously described, may only be done with your signed authorization. You may revoke your authorization at any time.

Our Responsibilities

NVNA and Hospice is required by law to:

- Maintain the privacy of your medical information
- Provide this notice of our duties and privacy practices
- Abide by the terms of the notice currently in effect.

We reserve the right to change privacy practices and make the new practices effective for all the information we maintain. Revised notices will be posted in our offices and will be available from your health care provider.

Your Rights

You have the right to:

- Request that we restrict how we use or disclose your medical information (we may not be able to comply with all requests)
- Request that we use a specific telephone number or address to communicate with you
- Inspect and copy your medical information (copying fees may apply)*
- Request additions or corrections to your medical information*
- Receive an accounting of how your information was disclosed (excludes disclosures for treatment, payment, healthcare operations and some required disclosures)*
- Obtain a paper copy of this notice even if you received it electronically

Requests followed by a star (*) must be in writing

To Contact Us

If you would like additional information, wish to exercise your rights, or if you feel your privacy rights have been violated, please contact NVNA and Hospice's Privacy Officer.

Phone: 781-659-2342

Fax: 781-659-0150

Mail:

NVNA and Hospice
120 Longwater Drive
Norwell MA 02061

All complaints will be thoroughly investigated, and you will not suffer retaliation for filing a complaint. You may also file a complaint with the [Secretary of Health and Human Services](#), 200 Independence Avenue, S.W., Washington, D.C. 20201

Telephone: 202-619-0257

Toll Free: 1-877-696-6775