



LAKEMARY
CENTER

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.

How We Use Your Health Information

We understand that health related information is personal. Protecting your information is important. We follow strict federal and state laws that require us to maintain confidentiality of your health information.

When you receive care from Lakemary, your health information may be used for serving or treating you, billing for services, and conducting normal business known as health care business operations. Examples of how we may use your information include:

Treatment – We keep records of the services provided to you. Health care providers may use these records to deliver quality care to meet your needs. For example, your physician may share your health information with a specialist who will assist in treatment. Some health records, including confidential communications with a mental health professional and substance abuse records, may have additional restrictions for use and disclosure under state and federal law.

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

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

Other Services We Provide – We may also use your health information to:

- Recommend treatment alternatives.
- Tell you about services that may benefit you.
- Share information with family or friends involved in your services or payment for your services.
- Share information with third parties who assist us with treatment, payment, and health care operations. Our business associates are required to follow our privacy practices.
- Remind you of an appointment (optional, let us know if you do not wish to be reminded.)
- Include you in our facility directory for callers, visitors, and/or the clergy (optional, you may notify us if you do not wish to participate.)
- Contact you for fundraising purposes (optional, notify the Development Director if you do not wish to participate).

Our Privacy Responsibilities

Lakemary 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 Lakemary facilities and on our website, www.lakemaryctr.org. You may also request a copy of any notice from the Lakemary Privacy Office.

Sharing Your Health Information

There are limited situations when we are permitted or required to disclose health information without your signed authorization. These situations are:

- For public health purposes such as reporting communicable diseases, work-related illnesses, or other diseases and injuries permitted by law; reporting deaths, and reporting reactions to drugs.
- To protect victims of alleged abuse, neglect, or domestic violence.
- For health oversight activities such as investigations, audits, and inspections.
- For lawsuits and similar proceedings.
- When required by law.
- When requested by law enforcement as required by law or court order.
- To coroners, medical examiners, and funeral directors.
- For organ and tissue donation.
- For research approved by our review process under strict federal guidelines.
- To reduce or prevent a serious threat to public health and safety.
- For workers' compensation claims or other similar programs if you are injured at work.
- For specialized government functions such as intelligence and national security.

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.

More Information

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

- Visit our website at www.lakemaryctr.org
- Contact the Lakemary Privacy Office at the phone number and address on the bottom of the notice.

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 service 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 exclude dates prior to April 14, 2003. The first accounting is free but a fee will apply if more than one request is made in a 12-month period.*
- Request a paper copy of this notice even if you agree to receive it electronically.

Requests marked with a star (*) must be made in writing. Contact the Lakemary Privacy Office for the appropriate form for your request.

Our Organization

This notice describes the privacy practices of Lakemary Center (Lakemary). Lakemary includes clinics and other health care facilities owned by Lakemary Center, Inc., as well as the Lakemary employees and volunteers at those facilities. This notice also describes the privacy practices of affiliated providers while they are performing services in a Lakemary facility, unless they provide you with a notice of their specific privacy practices. Affiliated providers are not employed by Lakemary, but are either authorized to provide services to patients in a Lakemary facility or have a contractual relationship with Lakemary.

Lakemary affiliated providers may have different privacy practices from those described in this notice. For more information about the privacy practices of Lakemary affiliated providers, please contact them directly.

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:

- Lakemary Privacy Office
100 Lakemary Drive
Paola, KS 66071
(913) 557-4000

E-mail: privacy@lakemaryctr.org

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.