



DENVER HEALTH and HOSPITAL AUTHORITY

NOTICE OF PRIVACY 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 IT CAREFULLY.

Medical information about you and your health is private. We strive to protect your health records when you are in the hospital and when you are being seen in the clinics. We will use your records to care for you, to bill for care, to run the hospital, and to comply with the law. This Notice applies at all Denver Health and Hospital Authority (Denver Health) sites.

This Notice informs you about the ways Denver Health may use or give out information from your private health records. It also explains your rights and what we must do with your records.

The Law Asks Us To:

- Keep your health records private and secure;
- Give you this Notice;
- Follow the terms of this Notice.

Who Will Follow The Terms Of This Notice:

- Any health care provider who adds to your health records.
- Healthcare students.
- Volunteers who help with your care.
- Staff and outside agents who need your records to do their jobs.

Acknowledgement of Receipt

I understand that the Denver Health staff will use and give out my health and billing records, without my consent or authorization, for:

- Treatment: Care providers will use my health history, symptoms, exams, test results, diagnosis, treatment and plan of care to take care of me.
- Payment: Denver Health will use my health records to bill me, my insurance or other aid programs for my care if this applies to the clinic where I am receive my care.
- Healthcare Administration: Denver Health will use my health records to run the hospital and clinics and to make sure the patients receive quality care.

Otherwise, Denver Health will follow the restrictions in its Notice of Privacy Practices.

If you have any questions about this Notice, please contact the Patient Representative Dept. at 303.436.6599 or the Privacy Officer at 303.436.8886.

YOUR MEDICAL INFORMATION

These are your rights about the records Denver Health keeps about you.

To Read and Get a Copy of Your Records

You have the right to read and get a copy of the records we have about you in the “designated record set”. The designated record set contains information used to decide about your care and billing for your care.

To read or get a copy of your records, please talk to the staff where you get your care or the Medical Records Department at 303.436.7516. You may be asked to fill out a form. We may charge you for a copy of your records.

In some cases, we may deny your request to read or get a copy of your records. We will give you the reason for the denial. If your request is denied you can ask that it be reviewed. A care provider chosen by Denver Health will look at your request. This person will not have taken care of you or have been involved in the first review. We will follow what they decide.

To Correct Your Records

You have the right to ask that we add to or correct your records if you think your records are not correct or complete.

To ask for a correction, please talk to your care provider, staff where you receive care, or the Medical Records Department at 303.436.7516. You may be asked to fill out a form and to give a reason for your request. We can deny your request if:

- It is not in writing;
- It does not include a reason; or
- For other reasons. These reasons will be explained to you when you make your request.

To Ask for Confidential Communications

You have the right to ask that we contact you about your health records in a certain way. Such as, you can ask that we only call you on your cell phone, or that we send any mail to a different address. We will comply with your request if your request is within reason.

To ask for this, talk to your care provider or staff where you receive care. We will not ask you the reason for your request. You must tell us how or where you want to be contacted. If your request has to do with paying for care, you must tell us how you will pay if you do not want your information sent to your insurance company or to programs that may help pay for your care.

To Ask for Restrictions on How we Use or Give out Your Records

You can ask for restrictions on how we use or give out your records. For example, you can ask that we not use your records to monitor quality. You can ask for restrictions on records we give out about you to someone who is taking care of you or helping to pay for your care.

We will do our best to honor your request for restrictions, but we do not have to honor your request. For example, we will not agree to your request for restrictions if your care provider believes it is in your best interest to use or give out your records or if we have no way within reason to comply. We will tell you if we cannot honor your request.

To request restrictions on how we use or give out your records talk to your care provider or staff where you receive care or contact the Privacy Officer at 303.436.8886. You may be asked to fill out a form. We will not ask you the reason for your request.

To Ask for a List of Disclosures

You can ask for a list of people or business that we have given your records to. The list will not include records we have given out:

- For your care,
- To pay for your care,
- To run Denver Health's business, or
- If you have authorized it.

To ask for this list, please talk to your care provider or staff where you receive care or contact the Privacy Officer at 303.436.8886. You may be asked to fill out a form. You can get one list free within a 12-month period. If you ask for another list we can charge you. We will tell you the cost so you can change or withdraw your request.

Get a Copy of this Notice

You have a right to a paper copy of this Notice. You can ask for a copy any time, even if you already have one. You can get a copy of the Notice at the hospital Admission's Department, any of the clinics, from the Privacy Officer or on our website at www.denverhealth.org.

HOW DENVER HEALTH MAY USE AND GIVE OUT YOUR HEALTH RECORDS

The following cover most, but not all, of the ways your records will be used and given out.

For Treatment: Denver Health will use or give out your records to take care of you. For example:

- Care providers will review and write down information about you in your record;
- A pharmacist may call your doctor to ask about your medicine;
- A caseworker may use your records to help manage your disease;
- We can give out information about you to other doctors taking care of you. These doctors may not be employed by Denver Health.

Records about:

- HIV testing or infection or records about AIDS,
- Mental health illnesses, or
- Drug or alcohol abuse

are very private and will only be given out if you authorize Denver Health to do so.

For Payment: Denver Health will use or give out your health records for payment. Not all clinics at Denver Health bill for your care. If it applies, a bill or record about your care will be sent:

- To you;
- To your insurance; or
- To programs that may help pay for your care.

The bill will include information that describes who you are, as well as your illness, treatment, and supplies used. We may give out records to companies that bill or collect payments for Denver Health.

For Health Care Administration: We will use or give out your records for routine business reasons such as:

- To measure the quality of the care we provide,
- To review the performance of our staff,
- For business planning.

Hospital Directory

The hospital directory is a list of patients in the hospital. We use this list so your family and friends can call or visit you and so that you can get mail and flowers. If you do not object, we will include your name, your location, and your condition (good, fair, serious or critical) on this list. This will be given to people who ask for you by name.

Telling us your religion is your choice. If you do tell us, only members of the clergy who ask to visit patients of your religion will be given your name.

People Taking Care of You or Helping to Pay for Your Care

You have the right to tell us with whom we can share your health status. If we can't ask you who you want us to tell because of your illness, we may tell a family member or friend about you if it is in your best interest.

In a disaster we may also give out your health status to disaster relief agencies, such as the Red Cross, so that your family can be called or told about your health status.

Reminders

We may contact you, by mail or by phone:

- To remind you to keep or make an appointment; or
- To tell you your test results.

You can tell us if you do not want us to use your information to contact you.

Treatment Options.

- We may tell you about or advise you of treatment options.
- We may tell you about other places you could go for care.
- We may tell you about or advise you of case management services to help plan or manage your care.

We will not give out your records to someone outside Denver Health so they could contact you about these kinds of services, unless you authorize us to do so.

Health Services. We may use your records to tell you or send you newsletters about services that may be of help or interest to you. We may give your name and address to a business outside Denver Health so they could send you this newsletter for us.

Disclosures Required by Law. We must give out your records when required by law.

To Prevent Serious Threat to Health and Safety. We may use or give out your records when needed to prevent a serious threat to your health and safety or the health and safety of another person or the public. We would only give this to a person or agency able to help stop the threat.

Fundraising. Denver Health may use your records to contact you in an effort to raise money for the hospital or clinics. You will have the chance to ask us not to send you other fundraising letters.

Research – We may give your records to a researcher:

- If you have authorized the use your records for research purposes;
- If the research has been approved by a review board. The review board makes sure steps are taken by the researcher or Denver Health to protect your privacy; or
- In certain cases, if the person who wants to do the research has told Denver Health
 - They need to look at many patients' records to prepare a research plan.
 - The only records they want to look at are of people who have died.

SPECIAL SITUATIONS

We may give out your records without your consent in certain cases:

- Public Health – We may give out your records for Public Health reasons when the law requires it. Such as:
 - To report contagious diseases, such as measles or TB;
 - To report births and deaths;
 - To report child abuse or neglect;
 - To report reactions to medicines;
 - To tell other people who may have been exposed to a contagious disease; or
 - To tell authorities if we believe you have been the victim of abuse, neglect, or domestic violence.
- Work Related Injuries – If you were hurt at your job or got sick because of your job we may give out the records about you:
 - To worker's compensation programs that pay for your care.
 - To your employer for:
 - a job related injury or illness;
 - workplace-related medical review; or
 - if your employer needs the record to follow the law.

By giving you this notice we can give the records about your work related injury or illness to your employer.

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- Organ Donation – If you are an organ donor, we may give out records to an agency such as the Donor Alliance.
- Funeral Home and Coroner or Medical Examiner – For patients who have died, we may give out parts of their records to a funeral home. We must give records to a coroner when the law requires it. These records might be needed to learn why a person died or to identify a dead person.
- Health Oversight Activities – We may give out your records to agencies that license, inspect and investigate hospitals and clinics.
- Law Enforcement – We may give out your records to the police or the court only:
 - To answer a court order, grand jury subpoena or authorized search warrant;
 - If you are a victim of crime;
 - About a death we believe may be due to a crime;
 - About a crime in the hospital or clinics
 - If we suspect you are a victim of abuse, neglect, or domestic violence.
- National Security – We may give out your records to federal officials for national security purposes when the law requires it.
- Military Personnel - If you are in the armed forces, we may give out your records as required by the military.
- Protecting the President – We may give out your records to federal officials so they can protect the President or leaders of other countries.
- Inmates – If you are an inmate of a jail or prison or are in custody, we may give out your records to the jail or prison or the police. We would do this so they can take care of you, or to protect the health and safety of you, other inmates, or the staff.

Other uses or disclosures of your records will be made only if you authorize us to do so, or unless required by law. Your authorization will remain in place until its end date or you stop it. You can end your authorization this any time. You must tell us in writing. Your request will be processed as soon as possible, but we may have already used or given out your records based on your prior authorization.

COMPLAINTS

You can make a complaint to Denver Health if you believe:

- Your privacy has been violated or
- We have not followed what we have stated in this notice.

To make a complaint to Denver Health:

- Contact the Privacy Officer at 303-436-8886.
- All complaints must be given to us in writing.

Making a complaint will not have any impact on your care or treatment. You can also make a complaint to the Secretary of the Department of Health and Human Services.

DENVER HEALTH'S DUTIES

Denver Health must follow this Notice. We have the right to change the privacy practices in this Notice at any time. The revised Notice will be effective for all the records we have made, received or stored before the effective date of the revised Notice. If there are major changes in the Notice we will give out the Notice at all of our sites and post it on the web site at www.denverhealth.org

Copies of the current and past Notices will be kept for six (6) years starting April 14, 2003.