Notice of Privacy Practices

This pamphlet describes how medical information about you may be used and disclosed, and how you can get access to this information. Please review it carefully.

Who Will Follow This Notice

This notice describes the practices of The Highlands at Wyomissing including:

- Any healthcare professional authorized to enter information into your medical record,
- All employees in any department of The Highlands at Wyomissing,
- Any employee of an organization that we have contracted with to provide care to you,
- Any member of a volunteer group we allow to help you while you are under the care of The Highlands at Wyomissing.

How We May Use and Disclose Health Information About You

The following categories describe different ways that we use and disclose health information. For each category of uses or disclosures, we will explain what we mean and may give examples. Not every use or disclosure in a category will be listed. However, all of the ways we are required to retain our records of the care that we provided to you.

For Treatment

- We may use health information about you to provide you with medical treatment or services.
- We may disclose health information about you to doctors, nurses, technologists, therapists, medical students, or other personnel from The Highlands at Wyomissing who are involved in taking care of you.

For Healthcare Operations

- We may use and disclose health information about you for healthcare operations. These uses and disclosures are necessary to operate The Highlands at Wyomissing and make sure that all of our patients receive quality care.

For Payment

- We may use and disclose health information about you so that the treatment and services you receive may be billed to and payment may be collected from you, an insurance company, or another party. For example, we may need to give your health plan information about rehabilitation you received at The Highlands at Wyomissing so your health plan will pay us or reimburse you for your rehab stay.

For Healthcare Operations

- We may use and disclose health information about you for healthcare operations. These uses and disclosures are necessary to operate The Highlands at Wyomissing and make sure that all of our patients receive quality care.

Other Uses and Disclosures of Protected Health Information that are not described in this notice.

If you provide us permission to use or disclose health information about you, you may revoke that permission, in writing, at any time.

If you revoke your permission, we will no longer use or disclose health information about you for the reasons covered by your written authorization. You understand that we are unable to take back any disclosures we have already made with your permission, and that we are required to retain our records of the care that we provided to you.

Addresses

For requests involving your records — amendments, copies, accounting of disclosures, or for confidential communications, copies of this notice, or to file a complaint:

Privacy Officer
The Highlands at Wyomissing
2000 Cambridge Avenue
Wyomissing, PA 19610

Other Uses of Health Information

Other uses and disclosures of health information not covered by this notice or the laws that apply to services you receive throughout The Highlands at Wyomissing.

We need this record to provide you with quality care and to comply with legal requirements.

This notice applies to all of the records of your care generated by The Highlands at Wyomissing.

This notice will tell you about the ways in which we may use and disclose health information about you. It also describes your rights and certain obligations we have regarding the use and disclosure of health information.

We are required by law to:

- make sure that health information that identifies you is kept private;
- give you this notice of our legal duties and privacy practices with respect to health information about you;
- follow the terms of the notice that is currently in effect.

Complaints

You may file a complaint with us or with the Secretary of the United States Department of Health and Human Services if you believe your privacy rights have been violated.

To file a complaint with us, contact our Privacy Officer at the address listed in the “Addresses” section that follows. All complaints must be made in writing and should be submitted within 180 days of when you knew or should have known of the suspected violation. There will be no retaliation against you for filing a complaint.

To file a complaint with the US Department of Health and Human Services, please use the address in the “Addresses” section that follows. There will be no retaliation against you for filing a complaint.

For additional information, you may call 202-619-0257 or toll-free 877-696-6775, or visit the Office for Civil Rights website: www.hhs.gov/ocr/hipaa.

Effective date: May 12, 2020

Notice of Privacy Practices
As Required by Law
We will disclose health information about you when required to do so by federal, state, or local law.

To Avert a Serious Threat to Health or Safety
We may use and disclose health information about you when necessary to prevent a serious threat to your health or safety, or to the health and safety of the public or another person. Any disclosure, however, would only be to someone who is able to help prevent the threat.

Organ and Tissue Donation
If you are an organ donor, we may release health information to organizations that handle organ procurement or organ, eye, or tissue transplantation, or to an organ donation bank in order to facilitate organ or tissue donation and transplantation.

Military and Veterans
If you are a member of the armed forces, we may release health information about you as required by military command authorities.

We may also release health information about foreign military personnel to the appropriate foreign military authority.

Workers’ Compensation
We may release health information about you for workers’ compensation or similar programs. These programs provide benefits for work-related injuries or illness.

Right to Request Amendment
If you feel that health information we have about you is incorrect or incomplete, you may ask us to amend the information. You have the right to request an amendment for as long as the information is kept by or for The Highlands at Wyomissing.

To request an amendment, your request must be made in writing to the Privacy Officer at The Highlands at Wyomissing. In addition, you must provide a reason that supports your request.

We have the right to deny your request for an amendment if it is not in writing or does not include a reason to support the request.

In addition, we may deny your request if you ask us to amend information that:
- was not created by us, unless the person or entity that created the information is no longer available to make the amendment;
- is not part of the information which you would be permitted to inspect and copy;
- is accurate and complete.

Right to an Accounting of Disclosures
You have the right to request an “accounting of disclosures.” This is a list of the disclosures we made of health information about you.

To request this list or accounting of disclosures, you must submit your request in writing to the Privacy Officer at The Highlands at Wyomissing. Your request must state a time period which may not be longer than six years, and may not include dates before April 14, 2003. Your request should indicate in what form you want the list — on paper or electronically.

The first list you request within a 12-month period will be free.

For additional lists, we may charge you for the costs of providing the list. We will notify you of the cost involved, and you may choose to withdraw or modify your request at that time before any costs are incurred.

Public Health Risks
We may disclose health information about you for public health activities. These activities generally include the following:
- to prevent or control disease, injury or disability;
- to report deaths;
- to report neglect;
- to report reactions to medications or products with products;
- to notify people of recalls of products they may be using;
- to notify a person who may have been exposed to a disease, or may be at risk for contracting or spreading a disease or condition;
- to notify the appropriate government authority if we believe a patient has been the victim of abuse, neglect, or domestic violence. We will make this disclosure only if you agree, or when required or authorized by law.

Health Oversight Activities
We may disclose health information to a health oversight agency for activities authorized by law. These oversight activities include audits, investigations, inspections, and licensure. These activities are necessary for the government to monitor the healthcare system, government programs, and compliance with civil rights laws.

Lawsuits and Disputes
If you are involved in a lawsuit or a dispute, we may disclose health information about you in response to a court or administrative order. We may also disclose health information about you in response to a subpoena, discovery request, or other lawful process by someone else involved in the dispute, but only if efforts have been made to tell you about the request or to obtain an order protecting the information requested.

Inmates
If you are an inmate of a correctional institution or under the custody of a law enforcement official, we may release health information about you to the correctional institution or law enforcement official. This release would be necessary for the institution to provide you with healthcare and to protect your health and safety or the health and safety of others.

Right to Inspect and Copy
You have the right to inspect and copy health information that may be used to make decisions about you. Usually, this includes medical and billing records, but does not include psychotherapy notes.

To inspect and copy health information that may be used to make decisions about you, you must submit your request in writing to the Privacy Officer at The Highlands at Wyomissing. If you request a copy of the information, we may charge a fee for the costs of copying, mailing, or other supplies associated with your request.

We may deny your request to inspect and copy in certain very limited circumstances. If you are denied access to health information, you may request that the denial be reviewed. Another licensed healthcare professional chosen by The Highlands at Wyomissing will review your request and the denial. The person conducting the review will not be the person who denied your request. We will comply with the outcome of the review.

Your Rights Regarding Health Information About You
You have the following rights regarding health information we maintain about you.

Right to Inspect and Copy
You have the right to inspect and copy health information that may be used to make decisions about your care. Usually, this includes medical and billing records, but does not include psychotherapy notes.

To inspect and copy health information that may be used to make decisions about your care, you must submit your request in writing to the Privacy Officer at The Highlands at Wyomissing. If you request a copy of the information, we may charge a fee for the costs of copying, mailing, or other supplies associated with your request.

We may deny your request to inspect and copy in certain very limited circumstances. If you are denied access to health information, you may request that the denial be reviewed. Another licensed healthcare professional chosen by The Highlands at Wyomissing will review your request and the denial. The person conducting the review will not be the person who denied your request. We will comply with the outcome of the review.

SPECIAL SITUATIONS

Coroners, Medical Examiners, and Funeral Directors
We may release health information to a coroner or medical examiner. This may be necessary to identify a deceased person, or determine the cause of death.

We may also release health information about residents of The Highlands at Wyomissing to funeral directors as necessary to carry out their duties.

National Security and Intelligence Activities
We may release health information about you 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 health information about you to authorized federal officials so they may provide protection to the President, other authorized persons, or foreign heads of state, or in order to conduct special investigations.

Law Enforcement
We may release health information if asked to do so by a law enforcement official:
- in response to a court order, subpoena, warrant, summons or similar process;
- to identify or locate a suspect, fugitive, material witness, or missing person;
- about the victim of a crime if under certain limited circumstances, we are unable to obtain the person’s agreement;
- about a death we believe may be the result of criminal conduct;
- about criminal conduct that occurs on The Highlands at Wyomissing property;
- in emergency circumstances to report a crime, the location or victims of the crime, or the identity, description, or location of the person who committed the crime.

Two criteria must be met:
- the purpose of the disclosure is for payment or healthcare operations and not otherwise required by law;
- pertains solely to healthcare item or service that the individual or other person — other than the health plan — paid to The Highlands at Wyomissing in full.

Right to Request Confidential Communications
You have the right to request that we communicate with you about medical matters in a certain way or at a certain location.

For example, you can ask that we contact you only at work or only by mail.

To request confidential communications, you must make your request in writing to the Privacy Officer at The Highlands at Wyomissing. We will not ask you the reason for your request. We will accommodate all reasonable requests. Your request must specify how or where you wish to be contacted.

Right to a Paper Copy of This Notice
You have the right to a paper copy of this notice.

You may ask us to give you a copy of this notice at any time. Even if you have agreed to receive this notice electronically, you are still entitled to a paper copy of this notice.

You may obtain a copy of this notice at our website: www.thehighlands.org.

To obtain a paper copy of this notice, contact the Privacy Officer at The Highlands at Wyomissing in full.