



Methodist Le Bonheur Healthcare Privacy Practices Summary

A Summary of Health Information Privacy Practices

THIS SUMMARY DESCRIBES HOW MEDICAL INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION. PLEASE REVIEW IT CAREFULLY.

THIS SUMMARY APPLIES TO ALL METHODIST LE BONHEUR HEALTHCARE COVERED ENTITIES.

Our Responsibilities

Our Covered Entities are required to:

- Maintain the privacy of your medical information.
- Provide you with this notice of our legal duties and privacy practices with respect to information we collect, maintain, and disclose about you.
- Abide by the terms of the attached Notice of Privacy Practices.

Your Rights

As a patient, you have several rights with regard to your medical information, including the following:

- The right to inspect and obtain a copy of your medical information.
- The right to request an amendment to your medical information if you believe such information is incorrect or incomplete.
- The right to an accounting of disclosures of your medical information except for purposes of treatment, payment or health care operations as defined in the Notice of Privacy Practices.
- The right to request that we not use or disclose your medical information in certain ways.
- The right to request to receive communications in an alternative manner or location.

We reserve the right to change our privacy practices and to make the new provisions effective for all medical information we maintain. Should our privacy practices change, a copy of the revised notice will be available after the effective date of the changes upon request.

We will not use or disclose your medical information without your authorization, except as described in the attached Notice of Privacy Practices.

Methodist Le Bonheur Healthcare Hospital

NOTICE OF PRIVACY PRACTICES

Revised Effective Date: May 15, 2007

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.

WHO WILL FOLLOW THIS NOTICE.

This notice describes our hospitals' practices and that of:

- Any health care professional authorized to enter information into your hospital chart.
- All departments and units of the hospitals.
- Any member of a volunteer group we allow to help you while you are in the hospital.
- All employees, staff and other hospital personnel.
- This notice applies to all hospitals which may be owned or managed by Methodist Le Bonheur Healthcare or any of its affiliates, and all hospital clinics and facilities located off-campus of such hospitals. In addition, these entities, sites and locations may share medical information with each other and other Methodist Le Bonheur Healthcare affiliated entities for treatment, payment or operations purposes described in this notice.
- Methodist Le Bonheur Hospitals and their respective medical staff members are considered an organized health care arrangement and are presenting you this document as a joint notice. Information will be shared as necessary to carry out treatment, payment and health care operations. Physicians and caregivers may have access to hospital medical information in their offices to assist in medical evaluation and treatment they are currently providing to you. Your physicians may have different policies or notices regarding their use and disclosure of medical information related to you which is created in their offices or clinics.
- Methodist Le Bonheur Hospitals and their respective medical staff members are distinct and separate legal entities. The issuance of this joint notice is for convenience purposes only and is not a representation that such parties assume any liabilities and/or responsibilities of each other regarding your medical care.

OUR PLEDGE REGARDING MEDICAL INFORMATION.

We understand that medical information about you and your health is personal. We are committed to protecting medical information about you. We create a record of the care and services you receive at the hospital. We need this record to provide you with quality care and to comply with certain legal requirements. This notice applies to all of the records related

to your care generated by our hospitals, whether made by health care professionals or other personnel.

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

We are required by law to:

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

HOW WE MAY USE AND DISCLOSE MEDICAL INFORMATION ABOUT YOU.

The following categories describe different ways that we use and disclose medical information. For each category of uses or disclosures we will explain what we mean and try to give some examples. Not every use or disclosure in a category will be listed. However, all of the ways we are permitted to use and disclose information will fall within one of the categories.

- **For Treatment.** We may use medical information about you to provide you with medical treatment or services. We may disclose medical information about you to doctors, nurses, technicians, health care students, clergy, or others who are involved in your care. For example, a doctor treating you for a broken leg may need to know if you have diabetes, because diabetes may slow the healing process. In addition, the doctor may need to tell the dietician if you have diabetes so that we can arrange for appropriate meals. Different departments of the hospital also may share medical information about you in order to coordinate the different things you need, such as prescriptions, lab work and x-rays. We also may disclose medical information about you to people outside the hospital who may be involved in your medical care after you leave the hospital, such as long term care facilities or others we or your physician uses to provide services that are part of your care.
- **For Payment.** We may use and disclose medical information about you, so that the treatment and services you receive at the hospital may be billed to and payment may be collected from you, an insurance company or a third party. For example, we may need to give your health plan information about surgery you received at the hospital so your health plan will pay us or reimburse you for the surgery. We may also tell your health plan about a treatment you are going to receive to obtain prior approval or to determine whether your plan will cover the treatment.
- **For Health Care Operations.** We may use and disclose medical information about you for hospital operations. These uses and disclosures are necessary to run the hospital and make sure that all of our patients receive quality care. For example, we may

use medical information to review our treatment and services and to evaluate the performance of our staff in caring for you or we or our designee may send you a patient satisfaction survey. We may also combine medical information about many hospital patients to decide what additional services the hospital should offer, what services are not needed, and whether certain new treatments are effective. We may also disclose information to doctors, nurses, technicians, health care students, and other hospital personnel for review and learning purposes. We may also combine the medical information we have with medical information from other hospitals to compare how we are doing and see where we can make improvements in the care and services we offer. We may remove information that identifies you from this set of medical information so others may use it to study health care and health care delivery without learning who the specific patients are.

➤ **Appointment Reminders.** We may use and disclose medical information to contact you as a reminder that you have an appointment for treatment or medical care at the hospital.

➤ **Treatment Alternatives.** We may use and disclose medical information to tell you about or recommend possible treatment options or alternatives that may be of interest to you. We may communicate to you via newsletters, mailouts or other means regarding treatment options, health-related information, disease management programs, wellness programs, or other community-based initiatives or activities in which our facilities participate.

➤ **Health-Related Benefits and Services.** We may use and disclose medical information to tell you about health-related benefits, services, or medical education classes that may be of interest to you.

➤ **Fundraising Activities.** We may use information about you to contact you in an effort to raise money for the hospital and its operations. We may disclose information to a Foundation related to the hospitals so that the Foundation may contact you in raising money for the hospitals. We would only release demographic information, such as your name, address, phone numbers, employment and insurance status, the dates you received treatment or services at the hospital(s). In the event your minor child is the patient or you are listed as the responsible party, the information released would pertain to you as the responsible party. If you do not want the Foundation to contact you for fundraising efforts, you must notify the appropriate Foundation(s) in writing. Please address your correspondence to the Methodist Healthcare Foundation and/or Le Bonheur Children's Medical Center Foundation at 1211 Union Avenue, Memphis, TN 38104.

➤ **Hospital Directory.** We may include certain limited information about you in the hospital directory while you are a patient at the hospital. This information may include your name, location in the hospital, your general condition (e.g., good, fair, serious, etc.) and your religious affiliation if given. The directory information, except for your religious affiliation, may also be released to people who ask for you by name. Your religious affiliation may be given to a member of the clergy, such as a priest or rabbi, even if they don't ask for you by name. This is so your family, friends and clergy can visit you in the hospital and generally know how you are doing. You may choose to opt out of any of the directory by notifying the Admission personnel and it will be noted on your Consent Form.

➤ **Individuals Involved in Your Care or Payment for Your Care.** We may release medical information about you to a caregiver who may be a friend or family member. We may also give information to a family member or friend who helps pay for your care. In addition, we may disclose medical information about you to an entity assisting in a disaster relief effort so that your family can be notified about your condition, status and location. You may choose to object to any such disclosures by notifying your hospital healthcare providers.

➤ **Research.** We may disclose information to researchers when an Institutional Review Board has reviewed and approved the research proposal, established protocols to ensure the privacy of your health information and granted a waiver of the authorization requirement.

➤ **As Required By Law.** We will disclose medical information about you when required to do so by federal, state or local law.

SPECIFIC SITUATIONS.

➤ **Organ and Tissue Donation.** If you are an organ donor, we may release medical 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.

➤ **Military.** If you are a member of the armed forces, we may release medical information about you as required by military command authorities. We may also release medical information about foreign military personnel to the appropriate foreign military authority.

➤ **Work-Related Illness and Injuries.** We may release medical information about you to your employer and others for purposes related to occupational health and safety programs and/or worker's compensation matters.

➤ **Public Health Risks (Health and Safety to you and/or others).** We may disclose medical information about you for public health activities. We may use and disclose medical information about you to agencies when necessary to prevent a serious threat to your health and safety or the health and safety of the public or another person. These activities generally include, but are not limited to, the following situations:

- to prevent or control disease, injury or disability;
- to report births and deaths;
- to report child abuse or neglect;
- to report reactions to medications or problems 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 contacting 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 only make this disclosure when required or authorized by law.

➤ **Health Oversight Activities.** We may disclose medical information to a health oversight agency for activities authorized by law. These oversight activities include, for example, 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 law.

➤ **Lawsuits and Disputes.** If you are involved in a lawsuit or a dispute, we may disclose medical information about you in response to a court or administrative order. We may also disclose medical information about you in response to a subpoena, discovery request, or other lawful process by someone else involved in the dispute.

➤ **Law Enforcement.** We may release medical 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; and
- In emergency circumstances to report a crime; the location of the crime or victims; or the identity, description or location of the person who committed the crime.

➤ **Coroners, Medical Examiners and Funeral Directors.** We may release medical 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 medical information about patients of the hospital to funeral directors as necessary to carry out their duties.

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

➤ **Inmates.** If you are an inmate of a correctional institution or under the custody of a law enforcement official, we may release medical information about you to the correctional institution or law enforcement official. This release would be necessary (1) for the institution to provide you with health care; (2) to protect your health and safety or the health and safety of others; or (3) for the safety and security of the correctional institution.

➤ **For Quality Assessment and Improvement Activities.** We may disclose medical information about you, along with information concerning other patients, as part of our participation in other organized health care arrangements. For example, local hospitals and other types of health care providers may form an organized health care arrangement for the purpose of assessing and improving the quality of healthcare rendered in the community.

YOUR RIGHTS REGARDING MEDICAL INFORMATION ABOUT YOU.

You have the following rights regarding medical information we maintain about you:

➤ **Right to Inspect and Copy.** You have the right to inspect and copy medical 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 medical information that may be used to make decisions about you, contact the appropriate office identified in **Area 1 of the attached Location Listing**. If you request a copy of the information, we will 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 medical information, you may request that the denial be reviewed. Another licensed health care professional chosen by the hospital 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.

- **Right to Amend.** If you feel that medical 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 hospital. To request an amendment, your request must be made in writing and submit to the appropriate office identified in **Area 2 of the attached Location Listing**. In addition, you must provide a reason that supports your request.

We may 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 medical information kept by or for the hospital;
- Is not part of the information which you would be permitted to inspect and copy; or
- 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 medical information about you to others except for purposes of treatment, payment and health care operations identified above.

To request this list or accounting of disclosures, you must submit your request in writing to the appropriate office identified in **Area 3 of the attached Location Listing**. Your request must state a time period which may not be longer than six years and may not include dates before April 14, 2003. 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 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.

- **Right to Request Restrictions.** You have the right to request a restriction or limitation on the medical information we use or disclose about you for treatment, payment or health care operations. You also have the right to request a limit on the medical information we disclose about you to someone who is

involved in your care or the payment for your care, like a family member or friend. For example, you could ask that we not use or disclose information about a surgery you had.

- **We are not required to agree to your request.** If we do agree, we will comply with your request unless the information is needed to provide you emergency treatment.

To request restrictions, you must make your request in writing to the appropriate office identified in **Area 4 of the attached Location Listing**. In your request, you must tell us (1) what information you want to limit; (2) whether you want to limit our use, disclosure or both; and (3) to whom you want the limits to apply, for example, disclosures to your spouse.

- **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 only contact you at work.

CHANGES TO THIS NOTICE.

We reserve the right to change this notice. We reserve the right to make the revised or changed notice effective for medical information we already have about you as well as any information we receive in the future. We will post a copy of the current notice in the hospital. The notice will contain on the first page, the effective date thereof. In addition, if you register at or are admitted to the hospital for treatment or health care services following a change or revision to this notice, we will offer you a copy of the current notice in effect.

COMPLAINTS.

If you have questions regarding this Notice or believe your privacy rights have been violated, you may contact or submit your complaint in writing to the appropriate office identified in **Area 5 of the attached Location Listing**. If we cannot resolve your concern, you also have the right to file a written complaint with the Secretary of the Department of Health and Human Services. **The quality of your care will not be jeopardized nor will you be penalized for filing a complaint.**

OTHER USES OF MEDICAL INFORMATION.

Other uses and disclosures of medical information not covered by this notice or the laws that apply to us will be made only with your written permission. If you provide us permission to use or disclose medical information about you, you may revoke that permission. We will then no longer use or disclose medical information about you for the reasons covered by your written authorization. By this document, you are notified 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.

LOCATION LISTING

Location	Area 1	Area 2	Area 3	Area 4	Area 5
Methodist Healthcare – University Hospital 1265 Union Avenue Memphis, TN 38104 (901) 516-7000	Health Information Management Dept.	Health Information Management Dept.	ChartOne/HIM	Health Information Management Dept.	Patient Affairs Dept.
Methodist Le Bonheur Healthcare – Germantown Hospital 7691 Poplar Avenue Germantown, TN 38138 (901) 516-6418	Health Information Management Dept.	Health Information Management Dept.	ChartOne/HIM	Health Information Management Dept.	Patient Affairs Dept.
Methodist Healthcare – South Hospital 1300 Wesley Drive Memphis, TN 38116 (901) 516-3700	Health Information Management Dept.	Health Information Management Dept.	ChartOne/HIM	Health Information Management Dept.	Patient Affairs Dept.
Methodist Healthcare – North Hospital 3960 New Covington Pike Memphis, TN 38128 (901) 516-5200	Health Information Management Dept.	Health Information Management Dept.	ChartOne/HIM	Health Information Management Dept.	Patient Affairs Dept.
Methodist Healthcare – Fayette Hospital 214 Lakeview Drive Somerville, TN 38068 (901) 516-4000	Health Information Management Dept.	Health Information Management Dept.	ChartOne/HIM	Health Information Management Dept.	Administration
Methodist Healthcare Extended Care Hospital 225 South Claybrook Street Memphis, TN 38104 (901) 516-2595	Health Information Management Dept.	Health Information Management Dept.	Health Information Management Dept.	Health Information Management Dept.	Patient Affairs Dept.
Le Bonheur Children’s Medical Center 50 North Dunlap Street Memphis, TN 38103 (901) 287-5437	Health Information Management Dept.	Health Information Management Dept.	Record Enterprises/HIM	Health Information Management Dept.	Patient Affairs Dept.
Le Bonheur East Diagnostic Center 806 Estate Place Memphis, TN 38120 (901) 287-4000	Registration Desk 806 Estate Place	Registration Desk 806 Estate Place	Supervisor	Registration Desk 806 Estate Place	Clinical Manager
Le Bonheur Urgent Care – Cordova 8035 Club Parkway Cordova, TN 38018 (901) 758-6000	Registration Desk 8035 Club Parkway	Registration Desk 8035 Club Parkway	Clinical Manager	Registration Desk 8035 Club Parkway	Clinical Manager
Le Bonheur Urgent Care – Hacks Cross 8071 Winchester Road, Suite 2 Memphis, TN 38125 (901) 756-9634	Registration Desk 8071 Winchester Road	Registration Desk 8071 Winchester Road	Clinical Manager	Registration Desk 8071 Winchester Road	Clinical Manager

LOCATION LISTING

Location	Area 1	Area 2	Area 3	Area 4	Area 5
Le Bonheur Urgent Care – East Memphis 806 Estate Place Memphis, TN 38120 (901) 287-4000	Registration Desk 806 Estate Place	Registration Desk 806 Estate Place	Clinical Manager	Registration Desk 806 Estate Place	Clinical Manager
Comprehensive Wound Healing Center 1251 Wesley Drive, Suite 107 Memphis, TN 38116 (901) 516-3730	Health Information Management Dept. – South Hospital (901) 516-3733	Health Information Management Dept. – South Hospital (901) 516-3733	ChartOne/HIM – South Hospital (901) 516-3733	Health Information Management Dept. – South Hospital (901) 516-3733	Clinical Manager
Methodist Breast Center – Germantown 7945 Wolf River Boulevard Germantown, TN 38138 (901) 752-5100	Health Information Management Dept. – Germantown Hospital (901) 516-6979	Health Information Management Dept. – Germantown Hospital (901) 516-6979	ChartOne/HIM Dept. – Germantown Hospital (901) 516-6979	Health Information Management Dept. – Germantown Hospital (901) 516-6979	Patient Affairs Dept. – Germantown Hospital (901) 516-6418
Methodist Diagnostic Center – Germantown 1377 S. Germantown Road Germantown, TN 38138 (901) 759-7500	Health Information Management Dept. – Germantown Hospital (901) 516-6979	Health Information Management Dept. – Germantown Hospital (901) 516-6979	ChartOne/HIM Dept. – Germantown Hospital (901) 516-6979	Health Information Management Dept. – Germantown Hospital (901) 516-6979	Patient Affairs Dept. – Germantown Hospital (901) 516-6418
Methodist Diagnostic Center – Midtown 1801 Union Avenue Memphis, TN 38104 (901) 722-3131	Health Information Management Dept. – University Hospital (901) 516-8424	Health Information Management Dept. – University Hospital (901) 516-8424	ChartOne/HIM – University Hospital (901) 516-8424	Health Information Management Dept. – University Hospital (901) 516-8424	Admin. Director 6400 Shelby View Drive (901) 516-1400
Methodist Diagnostic Center – North 3950 New Covington Pike Memphis, TN 38128 (901) 516-5142	Health Information Management Dept. – North Hospital (901) 516-5295	Health Information Management Dept. – North Hospital (901) 516-5295	ChartOne/HIM Dept. – North Hospital (901) 516-5295	Health Information Management Dept. – North Hospital (901) 516-5295	Patient Affairs Dept. – North Hospital (901) 516-5200
Methodist Healthcare Sleep Disorders Center 5050 Poplar Avenue, Suite 300 Memphis, TN 38157 (901) 683-0044	Registration Desk 5050 Poplar Avenue	Registration Desk 5050 Poplar Avenue	Supervisor - Sleep Disorders Center 5050 Poplar Avenue	Registration Desk 5050 Poplar Avenue	Admin. Director 6400 Shelby View Drive (901) 516-1400

