



ENGLEWOOD HEALTH

Notice of Privacy Practices

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

Englewood Health is dedicated to protecting your privacy, including the protected health information about you that we generate and maintain. This Notice describes how we may use and share protected health information, our legal obligations related to the use and sharing of this information, and your rights related to the protected health information about you. As required by law, we must maintain the privacy of protected health information, provide you with this Notice of our legal duties and privacy practices with respect to such information, and abide by the terms of this Notice.

WHO FOLLOWS THIS NOTICE

The notice describes the practices of the following entities:

- Englewood Hospital, Englewood, NJ
- Englewood Hospital Off-Campus Diagnostic Imaging Centers – Emerson, Fair Lawn, Glen Ridge, Pompton Plains, and Woodland Park, NJ
- Englewood Health Physician Network Physician Office Locations in Northern NJ and Rockland County, NY

These entities, sites, and locations may share health care information with each other for treatment, payment, or operational purposes described in this notice.

HOW WE MAY USE AND DISCLOSE HEALTH INFORMATION ABOUT YOU

We may use and disclose your health information for different purposes, including treatment, payment, and health care operations. For each of these categories, we have provided a description and an example. Some information, such as HIV-related information, genetic information, alcohol and/or substance abuse records, and mental health records may be entitled to special confidentiality protections under applicable state or federal law. We will abide by these special protections as they pertain to applicable cases involving these types of records.

Treatment: We may use and disclose your health information to provide you with treatment and health care services. For example, we may disclose information about you to doctors, nurses, technicians, students, or other personnel involved in your care. We may also share this information about you with other agencies or facilities in order to provide the different things you need, such as prescriptions, lab work, and/or continuing medical care after you leave our facility. Sharing your information for this purpose gives your providers the information they need to provide you with appropriate care.

Payment: We may use and disclose your health information to obtain reimbursement for the treatment and services you receive from us or another entity involved with your care, such as an ambulance company. Payment activities include billing,

collections, claims management, and determinations of eligibility and coverage to obtain payment from you, an insurance company, or another third party. For example, we may send an invoice disclosing your health information to your insurance company or to a benefit payer that is responsible for all or part of your medical bill. If federal or state law requires us to obtain a written release from you prior to disclosing health information for payment purposes, we will ask you to sign a release.

Health Care Operations: We may use and disclose your health information for our health care operations. For example, your health information may be used by the members of the medical staff to evaluate the performance of our health care professionals, assess patients' quality of care and case outcomes, and seek areas of improvement within our facility. We may also combine health information about many patients to decide what additional services we should offer, what services are not needed, and whether certain new treatments are effective.

Appointment Reminders: We may contact you to remind you of an upcoming appointment.

Treatment Alternatives: We may contact you to tell you about or recommend possible treatment alternatives or other health-related benefits and services that may be of interest to you.

Individuals Involved in Your Care or Payment for Your Care: We may disclose your health information to your family or friends or any other individual identified by you when they are involved in your care or in the payment for your care. Additionally, we may disclose information about you to a patient representative. If a person has the authority by law to make health care decisions for you, we will treat that patient representative the same way we would treat you with respect to your health information.

Patient Directory: If you do not object, we may include certain limited information about you in our patient directory while you are a patient within our facility. This information may include your name, location in the hospital, your general con-

dition (e.g., fair, stable, etc.), and your religious affiliation. The directory information, except for your religious affiliation, may 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 do not ask for you by name. This will allow your family, friends, and clergy to visit you in the hospital and to know how you are doing. **If you object to any or all of this information being included in the directory, communicate this to us so that this information may be removed from the directory.**

Research: We may use or disclose your health information for research purposes, subject to the requirements of applicable law. All research projects are subject to a special approval process, which establishes protocols to ensure that your health information will continue to be protected. When required, we will obtain a written authorization from you prior to using your health information for research.

Fundraising Activities: We may contact you to provide you with information about our sponsored activities, including fundraising programs, as permitted by applicable law. If you do not wish to receive such information from us, you may opt out of receiving the communications.

Marketing Activities: We may contact you as part of our marketing activities, as permitted by applicable law.

Required by Law: We may use and disclose your health information as required by law. For example, we may disclose health information for mandated patient registries, communicable disease reporting, and for judicial and administrative proceedings, including disclosures in response to a court order.

Law Enforcement: We may release your health information to assist law enforcement officials with their law enforcement duties. Examples include responding to a court order, subpoena, warrant, summons, or similar process; identifying or locating a suspect, fugitive, or missing person; and reporting criminal conduct on our premises.

To Avert a Serious Threat to Health or Safety:

As permitted by applicable law and standards of ethical conduct, we may use and disclose health information if we believe that the use or disclosure is necessary to prevent or lessen a serious and imminent threat to the health or safety of a person or the public.

Disaster-Relief Efforts: When permitted by law, we may coordinate our uses and disclosures of health information with public or private entities assisting in a disaster-relief effort. If you do not want us to disclose your health information for this purpose, you must communicate this to your caregiver so that we do not disclose this information unless done so in order to properly respond to the emergency.

Organ and Tissue Donation: If you are an organ donor, we may release your health 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 and Veterans: If you are a member of the Armed Forces, domestic or foreign, we may release your health information to military command authorities as authorized or required by law.

Worker's Compensation: We may release your health information for programs that provide benefits for work-related injuries or illnesses.

Public Health Activities: We may disclose your health information for public health activities, including disclosures to:

- Prevent or control disease, injury or disability;
- Report births and deaths;
- Report child abuse or neglect;
- Report reactions to medications or problems with products or devices;
- Notify a person of a recall, repair, or replacement of products or devices;

- Notify a person who may have been exposed to a disease or condition; or
- Notify the appropriate government authority if we believe a patient has been the victim of abuse, neglect, or domestic violence.

Health Oversight Activities: We may disclose health information to federal or state agencies that oversee our activities, including licensing, auditing, and accrediting agencies.

Coroners, Medical Examiners, and Funeral Directors: We may disclose health information to coroners, medical examiners, and funeral directors as necessary for them to carry out their duties.

National Security and Intelligence Activities: We may release your health information to authorized federal officials for intelligence, counterintelligence, or other national security activities that are authorized by law.

Protective Services for the President and Others: We may disclose your health information to authorized federal officials so that they may provide protection to the President or other authorized persons or foreign heads of state or to 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 your health information to the correctional institution or to law enforcement officials so that duties can be carried out under the law.

Other Uses of Your Health Information: Other uses and disclosures of health information not covered by this Notice or by the laws that apply to us will be made only with your permission in a written authorization, including certain marketing activities, sale of health information, and disclosure of psychotherapy notes with some exceptions. You have the right to revoke your authorization at any time, provided that the revocation is in writing, except to the extent that we have already taken action in reliance on your authorization.

EXCHANGE OF HEALTH INFORMATION WITH OTHER PROVIDERS

We participate in electronic exchanges of health information with other health care providers in order to facilitate health care, to avoid duplication of services (such as lab tests), and to reduce the likelihood that medical errors will occur. These exchanges include Epic Care Everywhere and Jersey Health Connect. These Health Information Exchanges (HIEs) allow patient information to be shared among participating providers through a secure network, giving your participating providers immediate electronic access to your pertinent health information that is necessary for treatment, payment, and health care operations.

You can obtain additional information about Epic Care Everywhere by visiting <https://www.epic.com/careeverywhere/>.

You can obtain additional information about the Jersey Health Connect HIE by visiting <http://www.jerseyhealthconnect.org/>.

If you do not wish to have your information included in Epic Care Everywhere or Jersey Health Connect, you may opt out. Please see the instructions below to opt out. Unless you opt out, your information will be available through the Epic Care Everywhere and Jersey Health Connect HIE networks to authorized participating providers in accordance with this Notice and applicable law.

How to Opt Out of Epic Care Everywhere and/or Jersey Health Connect:

Epic Care Everywhere and Jersey Health Connect are separate health information exchanges with different opt out instructions. Opting out of one of these exchanges will NOT automatically remove you from the other.

Epic Care Everywhere: The *Care Everywhere Consent/ Opt Out Form*, can be obtained from your Englewood Health caregiver, or you can download the form from <https://englewood-health.org/privacy>. Return the completed form to the Englewood Health Health Information Management Department as noted on the form.

Jersey Health Connect: The *Jersey Health Connect Opt-Out Form* can be obtained directly from any of your providers participating in Jersey Health Connect, or you can download the form from <http://www.jerseyhealthconnect.org/patients/opt-out/>. Return the completed form to Jersey Health Connect as noted on the form.

YOUR RIGHTS REGARDING YOUR HEALTH INFORMATION

Right to Inspect and Copy: With certain exceptions, you have the right to inspect and to receive a copy of your health records. You have the right to obtain, upon request, a copy of your health information in an electronic format if we maintain your health information electronically (in our computers). You may also request that we transmit a copy of your health information to another company or person you have designated. However, this right is subject to a few exceptions, including psychotherapy notes, information collected for certain legal proceedings, and any medical information restricted by law.

In order to inspect and copy your health information, you must submit your request in writing to Englewood Health's Privacy Officer. If you request a copy of your health information, we may charge you a fee for the cost of copying and mailing your records, as well as for other costs associated with your request. If you are denied a request for access, you have the right to have the denial reviewed in accordance with the requirements of applicable law.

Right to Request a Restriction: You have the right to request a restriction or limitation on the health information we use and disclose about you for treatment, payment, and health care operations. We are not required to agree to your request except in the case where the disclosure is to a health plan for purposes of carrying out payment or health care operations, and the information pertains solely to a health care item or service for which the health care provider has been paid out of pocket in full. To request a restriction, you must make your request in writing to Englewood Health's Privacy Officer.

Right to Request Confidential Communications:

You have the right to request that we communicate with you about your health matters by alternative means or at alternative locations. To make such a request, you must submit your request in writing to Englewood Health's Privacy Officer.

Right to Request an Amendment: You have the right to request an amendment to your health information. In order to request an amendment to your health information, you must submit your request in writing to Englewood Health's Privacy Officer, along with a description of the reason for your request. If we agree to your request, we will amend your record(s) and notify you of such. We have the right to deny your request for amendment. If we deny your request for an amendment, we will provide you with a written explanation of why we denied the request and to explain your rights.

Right to an Accounting of Disclosures: You have the right to receive an accounting of disclosures of your health information made by us to individuals or entities other than you, in accordance with applicable laws and regulations. To request an accounting of disclosures of your health information, you must submit your request in writing to Englewood Health's Privacy Officer. Your request must state a specific time period for the accounting (e.g., the past three months). The first accounting you request within a twelve (12) month period will be free. For additional accountings, we may charge you for the cost of providing the list. We will notify you of the costs involved, and you may choose to withdraw or modify your request at that time before any costs are incurred.

Right to Notification of a Breach: You will receive notifications of breaches of your unsecured protected health information as required by law.

Right to a Paper Copy of This Notice: You have the right to a paper copy of this Notice at any time, even if you have previously agreed to electronically receive this Notice. You can always request a written copy of our most current version of this Notice from Englewood Health's Privacy Officer.

CHANGE TO THIS NOTICE

We must comply with the provisions of this Notice as currently in effect, although we reserve the right to change the terms of this Notice from time to time and to make the revised Notice effective for all health information we maintain. This Notice will contain the effective date on the last page. If we amend this Notice, we will provide the revised version on our website, and we will provide you with a copy of the Notice that is currently in effect, upon your request.

COMPLAINTS

If you believe that your privacy rights have been violated, you may file a complaint with us or the Secretary of Health & Human Services. You may contact Englewood Health at 201-894-3000 and ask for the Privacy Officer for additional information pertaining to a complaint. We will not take any retaliatory action against you for filing a complaint.

CONTACT PERSON

If you have any questions or would like further information about this Notice, please contact Englewood Health at 201-894-3000 and ask for the Privacy Officer.

This Notice is effective March 3, 2018, and replaces all earlier versions.

Englewood Health complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Englewood Health does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex. Englewood Health provides free aids and services to people with disabilities to communicate effectively with us, such as qualified sign language interpreters and/or written information in other formats (large print, audio, accessible electronic formats, other formats). Englewood Health provides free language services to people whose primary language is not English, such as qualified interpreters and information written in other languages. If you need these services, contact our Patient Relations Department. If you believe that Englewood Health has failed to provide these

services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with our Patient Relations Department, 350 Engle Street, Englewood, NJ 07631; telephone: 201-894-3368; email: patrel@ehmchealth.org. You can file a grievance in person or by mail, fax, or email. If you need help, our Patient Relations Department is available. You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at ocrportal.hhs.gov or by mail or phone at: U.S. Department of Health and Human Services, 200 Independence Avenue, SW Room 509F, HHH Building Washington, D.C. 20201, 800-368-1019, 800-537-7697 (TDD). Complaint forms are available at hhs.gov/ocr.

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- AR** للاستفادة من خدمات المساعدة اللغوية، اتصل على الرقم 201-894-3368.
- ES** Para asistencia lingüística gratuita, llamar al 201-894-3368.
- FR** Pour bénéficier d'un service d'aide linguistique gratuit, appelez le 201-894-3368.
- GU** मइत भाषा सहायता सेवाओ माटे 201-894-3368 पर कॉल करो.
- HI** निशुल्क भाषा सहायता सेवाओं के लिए 201-894-3368 पर कॉल करें।
- HT** Pou sèvis asistans ak lang gratis, rele 201-894-3368.
- IT** Per avere servizi gratuiti di assistenza linguistica, chiamare il numero 201-894-3368.
- KO** 무료 통역 서비스를 원하시면 201-894-3368로 문의바랍니다.
- PL** Usługi bezpłatnej pomocy językowej zadzwoń 201-894-3368.
- PT** Para serviços de assistência de idioma grátis, chame 201-894-3368.
- RU** Для получения бесплатных языковых услуг обращайтесь по телефону 201-894-3368.
- TL** Para sa mga libreng serbisyo ng tulong sa wika, tumawag sa 201-894-3368.
- UR** مفت لسانی معاونت کی خدمات کے لیے 201-894-3368 پر کال کریں۔
- VI** Đối với các dịch vụ hỗ trợ ngôn ngữ miễn phí, vui lòng gọi đến số 201-894-3368.
- ZH** 如需免费语言协助服务，请致电 201-894-3368。