



THE ARC OF BALTIMORE NOTICE OF PRIVACY PRACTICES

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.

At The Arc of Baltimore, we take your privacy seriously. We want to tell you about what information is included in your records, how that information is stored and how we use that information.

Your Health Record:

A record is made each time you visit a doctor, hospital or other health care provider (physical therapist etc). Your long-term diagnosis(es) as well as current symptoms, examination and test results, treatment and plan for future care are all recorded. Under our state and federal regulations, The Arc of Baltimore is required to keep these records as well as include the information in the development of your Individual Plan (IP). At times we may share the information with other individuals involved in your services. These times are outlined below.

Information we share:

Treatment:

Information regarding your health status will be obtained and utilized throughout the intake process and ongoing as The Arc of Baltimore provides you support through your Individual Plan. Information will be gathered through your physician and other medical providers. These records of your diagnosis and treatment will be used to best design the supports and services you desire from the agency. The amount of coordination of your medical services will depend upon you and your team's planning. The sharing of your information with other parties (such as other DDA agencies, Resource Coordination) will be done only as it relates to best services and supports for you or as required by regulation.

Payment:

Your health care information, primarily your diagnoses, will be used in order to receive payment for the services provided by The Arc of Baltimore (for example through the Developmental Disabilities Administration or through

Medicaid, DSS etc). A bill will be generated with accompanying information that identifies you, your diagnosis and services and supports provided.

Health Care Operations:

The staff at The Arc of Baltimore will use your health information to assess the supports you receive. Your information will be reviewed for risk management or quality improvement purposes in our efforts to continually improve the quality and effectiveness of the services we provide. Your information may be reviewed by representatives from the Developmental Disabilities Administration (DDA) or Office of Health Care Quality (OHCQ) or Department of Social Services if conducting monitoring visits or investigation of incidents, which we are required to report to them by regulation.

Business Associates:

There will be times when we may share some or all of your health information with other parties who are assisting The Arc of Baltimore. For example, a transportation company or a law office that is providing you a service. In these situations, we will require that the other party (Business Associate) follow the same privacy standards as we do through terms detailed in a written contract with them.

Times when we share your information without your signed permission:

- To government authorities in situations of abuse, neglect or domestic violence
- For judicial or administrative proceedings
- If required by law or law enforcement (including the reporting of communicable diseases, reportable incidents etc),
- To coroners, medical examiners or funeral directors
- For specialized government functions (such as national security and intelligence)
- To comply with workers compensation laws if you are injured at work
- To a correctional facility if you are an inmate

Specific Disclosures:

Guardian: Your guardian will be given access to your health information in accordance with the law appropriate to that type of guardianship (full, property, medical, financial etc).

Family Member/Close Friend: Using best judgment, a family member or close personal friend, identified by you, may be given information relevant to your services.

Appointment/Services/Marketing: Staff of The Arc of Baltimore may contact you or your family with information about treatment alternatives or other health related benefits that may be appropriate for you.

Fundraising: Staff of The Arc of Baltimore may contact you or your family as part of fundraising efforts or to inform you or your family of events taking place.

Arc of Baltimore Directory: Staff of The Arc of Baltimore maintains a directory of individuals served by the agency. This list is used for internal purposes only. Your name or association with this agency will be disclosed only to individuals who are identified as part of your team, regulatory or funding bodies or to others as you identify.

Interviewing Applicants: When you are hiring staff, The Arc of Baltimore may share some of your private information with potential applicants in order to facilitate the best match between you and staff. However, you or the agency may not hire this person. Each applicant will be asked to sign a statement that he/she will keep your information confidential regardless of the outcome of the interview process.

Your Rights:

Your record is the property of the agency however it is about you and therefore you have many rights around what happens with the information. You have the right to:

- Request restrictions on certain uses and disclosure of your information,
- Request amendments be made to your health record,
- Review or obtain a paper copy of your health information,
- Be given an account of all times that we have given out your information without your authorization except for treatment, payment, healthcare operations or the special circumstances where your authorization is not required.
- Request communication of your health information be made by alternative means or to alternative locations,
- Other than activity that had already occurred, you may revoke any further authorization to use or disclose your health information.

Our Responsibilities:

The Arc of Baltimore is required to maintain the privacy of your information and to provide you with information about our legal commitment and privacy practices with respect to this information. We will follow the terms of this notice and will tell you if we are unable to grant your requested restriction or desire to communicate your health information by alternate means or locations.

We may change our privacy practices from what is outlined here but if we do that we will notify you of that change. Other than for reasons described in this notice, we agree not to use or disclose your health information without your authorization.

What to do if you have a question or problem:

For further explanation of this notice you may contact the Privacy Official, Michael Marshall at 410-296-2272.

If you believe that your privacy rights have been violated, you have the right to file a complaint with The Arc of Baltimore by contacting the individual above.

All complaints will be investigated and you will not suffer retaliation for filing a complaint. You may also file a complaint with the Secretary of Health and Human Services.

Notice of Privacy Practices Availability:

The terms described in this notice will be posted in the main office and day programs sites. All individuals entering into services with The Arc of Baltimore will be given a hard copy and staff will review the information as part of the intake process. In addition, on an annual basis, this information will be reviewed with each individual at the time of the Individual Planning Meeting. This notice will be maintained and available for downloading at the following web site address: www.arcofbaltimore.org.

Individual Comments:

Individual Signature

Date

Guardian Signature (if appropriate)

Date

Personal Representative (if appropriate)

Date

Witness Signature

Date

Individual Signature

Date

Guardian Signature (if appropriate)

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Personal Representative (if appropriate)

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Witness Signature

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