

Caregivers Network

Notice of Medical Information 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.

While receiving care from Caregivers Network, Nurses and Home Health Aides gather information about your medical history and health. This notice will explain how such information may be used and shared with others. It will also explain privacy rights regarding this kind of information.

Most clients of Caregivers Network are children. When we refer to “you” or “your” in this Notice, we refer to the patient. When we refer to types of disclosures of information to “you” we mean disclosures to the patient, the patient’s guardian or person legally authorized to receive information about the patient.

Medical information may be used for the following purposes:

Treatment: We will use the patient’s information to provide, coordinate and manage care and treatment. For example, a Caregivers Network Nurse may share medical information with a physician for consultation or a referral.

Payment: We will use information to receive payment for the services we provide. For example, we will disclose information in order to submit bills or claims to insurance companies and/or Medicare or Medicaid.

Health Care Operations: We will use information for certain activities related to the functioning of Caregivers Network. For example, we may use or disclose information for performance improvement activities.

Family Members or Other Responsible People: We may disclose information to people who will be taking care of the patient or are responsible for paying bills, such as other family members. Caregivers Network will only disclose medical information that these people need to know. We also may use information to let other family members or other responsible people know where the patient is and what their general medical condition is. If the patient is able to make their own health care decisions, Caregivers Network will ask their permission before using medical information for these purposes. If the patient is unable to make health care decisions, Caregivers Network will disclose relevant medical information to family members or other responsible people if we feel it is in the patient’s best interests to do so.

Emergency Conditions: Under emergency conditions, we may disclose information about you to the government or other groups that assist in emergencies or disasters.

Other uses or Disclosures: Caregivers Network may disclose or use information in the following cases: when required by law; for public health activities; relating to victims of abuse/neglect/domestic violence; for health oversight activities; for judicial and administrative proceedings to the extent permitted by law; for law enforcement purposes, as permitted or required by law; to coroners/medical examiners/funeral directors, as permitted by law; for organ donation purposes; for research purposes under certain circumstances; to avert a serious threat to health or safety; for certain specialized government functions, such as military discharge and national security and intelligence; and for worker's compensation purposes.

Research: Under rare, certain circumstances, we may use and disclose medical information about you for research purposes. We will only disclose information about you for research purposes with your authorization.

Caregivers Network will not use or disclose medical information in any other way unless you allow us to do so in writing. If you do give us permission to use or disclose the patient's medical information for another purpose, you have the right to change your mind and revoke the permission at any time.

Privacy rights

Restrict Use and Disclosure: You may request that Caregivers Network medical information in certain ways or for certain purposes. You may also request that Caregivers Network not provide medical information to certain people. However, Caregivers Network has the right to refuse your request. Caregivers Network may use or disclose the patient's medical information in situations requiring emergency treatment, in which case we will ask the person (s) who receive the information not to further use or disclose the information.

Provide Confidentiality: You may request that Caregivers Network with your medical information in a confidential manner. For example, you can request that we send bills and other mailings to a different address or that we notify you of this kind of information in another way, such as by a telephone call. You must make this request in writing and specify another address or means of communication. We must agree to your written request. We also may ask you to give us information on how you will pay your bills.

Inspection and Copy: You may ask to see and copy your medical records, unless that information is protected by law. You must make these requests in writing. If your request to look at or copy the patient's medical records is denied, you have the right to have the denial reviewed by a health care professional. We will act upon your request within 30 days and may charge you a legally acceptable amount for copying costs.

Change Information or Amend Medical Records: You may ask us to change information in the patient's medical records. If your request is denied, you can write a statement of disagreement with the denial that we will keep with your medical information.

Accounting of Disclosures: You may ask us to provide you with information about certain disclosures of your medical information we made in the past. Requests for accountings will not be made prior to April 14, 2003. Your request can go back six years after April 14, 2009.

Paper Copy: If you have received this notice of the medical information privacy rights electronically, you may ask us to provide you with a paper copy.

Privacy Violations: If you feel your medical information privacy rights have been violated, you may file a complaint with the Secretary Of Health and Human Services and/or with the Caregivers Network contact person below. Filing a complaint will not affect the quality of the services you receive from Caregivers Network and you will not be retaliated against for filing a complaint.

The U.S. Department of Health and Human Services
200 Independence Avenue S.W.
Washington, D.C. 20201
(202) 619-0257
Toll free: 1-877-696-6775

Electronic: HHS.Mail@hhs.gov

Contact Person: You can contact the designated privacy official at Caregivers Network:

Maria Dewey, RN
Privacy Officer
10709 Wayzata Boulevard #121
Minnetonka, MN. 55305-5509
(952) 935-5581
Toll free: 1-800-543-0837
Electronic: mdewey@cgnhomecare.com

The effective date of this notice is April 14, 2003. Caregivers Network by law to maintain the privacy of protected health information and to provide individuals with this notice of its legal duties and privacy practices with respect to health information. Caregivers Network is required to abide by the terms of the notice currently in effect. Caregivers Network reserves the right to change the terms of this notice and to make new notice provisions effective for all protected health information maintained by Caregivers Network.

If the terms of this notice are changed, Caregivers Network will provide individuals with a revised notice: at the time of treatment, or upon request, and by electronically posting on Caregivers Network web site.