
**College of Health
Interprofessional Community Clinics
Privacy Practices
Effective: July 1, 2022**



**BALL STATE
UNIVERSITY**

College of Health Interprofessional Community Clinics entities covered by this notice:

This Notice of Privacy Practice describes the privacy practices of the healthcare providers participating in the Ball State University College of Health Interprofessional Community Clinics (ICCs). The covered entities of the College of Health (CoH) ICCs:

Counseling Practicum Clinic

Speech Pathology Clinic

Audiology Clinic

CoH Healthy Lifestyle Center

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.

Your Rights

You have the right to:

- Get a copy of your paper or electronic medical record
- Correct your paper or electronic medical record
- Request confidential communication
- Ask us to limit the information we share
- Get a list of those with whom we've shared your information
- Get a copy of this privacy notice
- Choose someone to act for you
- File a complaint if you believe your privacy rights have been violated

Your Choices

You have some choices in the way that we use and share information as we:

- Tell family and friends about your condition
- Provide disaster relief
- Include you in a hospital directory
- Provide mental health care
- Market our services and sell your information
- Raise funds

Our Uses and Disclosures

We may use and share your information as we:

- Treat you
- Run our organization
- Bill for your services
- Help with public health and safety issues

- Do research
- Comply with the law
- Respond to organ and tissue donation requests
- Work with a medical examiner or funeral director
- Address workers' compensation, law enforcement, and other government requests
- Respond to lawsuits and legal actions

Your Rights

When it comes to your health information, you have certain rights. This section explains your rights and some of our responsibilities to help you.

Get an electronic or paper copy of your medical record

- You can ask to see or get an electronic or paper copy of your medical record and other health information we have about you. Ask us how to do this.
- We will provide a copy or a summary of your health information, usually within 30 days of your request. We may charge a reasonable, cost-based fee.

Ask us to correct your medical record

- You can ask us to correct health information about you that you think is incorrect or incomplete. Ask us how to do this.
- We may say "no" to your request, but we'll tell you why in writing within 60 days.

Request confidential communications

- You can ask us to contact you in a specific way (for example, home or office phone) or to send mail to a different address. **If you initiate, or request, communications via email, please note that these communications, including attachments, may not be secure.**
- We will say "yes" to all reasonable requests.

Ask us to limit what we use or share

- You can ask us not to use or share certain health information for treatment, payment, or our operations. We are not required to agree to your request, and we may say "no" if it would affect your care.
- If you pay for a service or health care item out-of-pocket in full, you can ask us not to share that information for the purpose of payment or our operations with your health insurer. We will say "yes" unless a law requires us to share that information.

Get a list of those with whom we've shared information

- You can ask for a list (accounting) of the times we've shared your health information for six years prior to the date you ask, who we shared it with, and why.
- We will include all the disclosures except for those about treatment, payment, and health care operations, and certain other disclosures (such as any you asked us to make). We'll provide one accounting a year for free but will charge a reasonable, cost-based fee if you ask for another one within 12 months.

Get a copy of this privacy notice

- You can ask for a paper copy of this notice at any time, even if you have agreed to receive the notice electronically. We will provide you with a paper copy promptly.

Choose someone to act for you

- If you have given someone medical power of attorney or if someone is your legal guardian, that person can exercise your rights and make choices about your health information.
- We will make sure the person has this authority and can act for you before we take any action.

File a complaint if you feel your rights are violated

- You can complain if you feel we have violated your rights by contacting us using the information on page 6.
- You can file a complaint with the U.S. Department of Health and Human Services Office for Civil Rights by sending a letter to 200 Independence Avenue, S.W., Washington, D.C. 20201, calling 1-877-696-6775, or visiting <https://www.hhs.gov/hipaa/filing-a-complaint/index.html>
- We will not retaliate against you for filing a complaint.

Your Choices

For certain health information, you can tell us your choices about what we share. If you have a clear preference for how we share your information in the situations described below, talk to us. Tell us what you want us to do, and we will follow your instructions.

In these cases, you have both the right and choice to tell us to:

- Share information with your family, close friends, or others involved in your care
- Share information in a disaster relief situation
- Include your information in a hospital directory

If you are not able to tell us your preference, for example if you are unconscious, we may go ahead and share your information if we believe it is in your best interest. We may also share your information when needed to lessen a serious and imminent threat to health or safety.

In these cases, we never share your information unless you give us written permission:

- Sale of your information
- Most sharing of psychotherapy notes

In the case of marketing:

- We are not permitted to use your information in order to conduct marketing activities unless you have specifically authorized the communication. Marketing does not include communications relating to treatment including treatment alternatives, case management, or care coordination so long as Ball State University does not receive financial remuneration relating to the communication.

In the case of fundraising:

- We may contact you to raise funds for Ball State University, and you have the right to opt out of receiving fundraising communications. We may use or disclose your health information to contact you for fundraising activities for or by Ball State University or on our behalf by others. In fundraising, we will only use or disclose demographic information (name, address and contact information, age, gender, and date of birth) and health insurance status, dates of care provided, department of service, treating physician, and outcome information. If you do not want to be contacted for fundraising efforts, you must notify the Ball State University Privacy Officer at the phone number or address set forth on page 6 of this Notice.

Our Uses and Disclosures

How do we typically use or share your health information?

We typically use or share your health information in the following ways.

Treat you

We can use your health information and share it with other professionals who are treating you.

Example: A doctor treating you for an injury asks another doctor about your overall health condition.

Run our organization

We can use and share your health information to run our practice, improve your care, and contact you when necessary.

Example: We use health information about you to manage your treatment and services.

Bill for your services

We can use and share your health information to bill and get payment from health plans or other entities.

Example: We give information about you to your health insurance plan so it will pay for your services.

How else can we use or share your health information?

We are allowed or required to share your information in other ways – usually in ways that contribute to the public good, such as public health and research. We have to meet many conditions in the law before we can share your information for these purposes. For more information see: <https://www.hhs.gov/hipaa/for-individuals/guidance-materials-for-consumers/index.html>

Help with public health and safety issues

We can share health information about you for certain situations such as:

- Preventing disease
- Helping with product recalls
- Reporting adverse reactions to medications
- Reporting suspected abuse, neglect, or domestic violence
- Preventing or reducing a serious threat to anyone's health or safety

Internal quality control or improvements in operations

We can use or share your information to improve the quality of care and service we provide

To do research

You may be approached to participate or have your data used in human subjects research. In this case, you will be asked if you want to participate and if you do, you will be asked to sign an authorization allowing us to release the requested information or records. More details will be provided in the authorization, but you have a choice to participate or not and if you do, you have the right to stop your authorization.

Databases

There may be times when some of your identifiable health information will be included in a database that will be used for research purposes (for example, diagnosis, age, and city). Researchers will only use the minimum necessary information from this database for their research. If you do not want your information initially entered into a database for research purposes, please let us know in writing. If you decide later on you do not want your information to be use in the database, please let us know in writing that you would like us to stop using it. Please know information used for research purposes up to that point will still be allowed to be used, but it will not be used past your requested stop date.

Comply with the law

We will share information about you if state or federal laws require it, including with the Department of Health and Human Services if it wants to see that we're complying with federal privacy law.

Respond to organ and tissue donation requests

We can share health information about you with organ procurement organizations.

Work with a medical examiner or funeral director

We can share health information with a coroner, medical examiner, or funeral director when an individual dies.

Address workers' compensation, law enforcement, and other government requests

We can use or share health information about you:

- For workers' compensation claims
- For law enforcement purposes or with a law enforcement official
- With health oversight agencies for activities authorized by law
- For special government functions such as military, national security, and presidential protective services

Respond to lawsuits and legal actions

We can share health information about you in response to a court or administrative order, or in response to a subpoena.

Our Responsibilities

- We are required by law to maintain the privacy and security of your protected health information.
- We will let you know promptly if a breach occurs that may have compromised the privacy or security of your information.
- We must follow the duties and privacy practices described in this notice and give you a copy of it.
- We will not use or share your information other than as described here unless you tell us we can in writing. If you tell us we can, you may change your mind at any time. Let us know in writing if you change your mind.

For more information see: <https://www.hhs.gov/hipaa/for-individuals/guidance-materials-for-consumers/index.html>

Changes to the Terms of this Notice

We can change the terms of this notice, and the changes will apply to all information we have about you. The new notice will be available upon request and in our office.

Questions or Complaints

If you believe we have violated your privacy rights, you may file a complaint with the Ball State University Privacy Officer or with the Department of Health and Human Services (contact information on page 4). If you have questions about this Notice of Privacy Practices please contact our Privacy Officer, Security Officer, or Privacy Officer Liaison (information below).

Christopher Mangelli
Privacy Officer
Ph: 765-285-5070

Tobiah Coffman
Security Officer
Ph: 765-285-4174

Blair Mattern
Privacy Officer Liaison
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