

**Cleveland Christian Home, Inc.**  
**CONFIDENTIALITY STATEMENT, HIPAA COMPLIANCE**  
**POLICY AND SECURITY OF PROTECTED HEALTH**  
**INFORMATION POLICY**

**This Notice Describes How Clinical Information About You May be Used and Disclosed, and How You Can Get Access To This Information. Please Review It Carefully**

Philosophy:

Ethical standards of the helping professions decree that all information obtained about a client and/or a client's family during the course of treatment, and all information pertaining to the nature of the treatment is confidential. These same standards prohibit the disclosure of such information without prior written consent of the client or his/her family or guardian. Confidentiality is one aspect of a child's right to privacy.

Health Insurance Portability & Accountability Act (HIPAA) is federal regulations that create national standards for protecting the privacy of personal health information (PHI) and for enhancing information security and privacy.

Protected Health Information (PHI) means individually identifiable information whether in paper, oral, or electronic form received from or on behalf of the Cleveland Christian Home, Inc. relating to the past, present or future physical or mental health or condition of an individual, provision of health care to an individual, or the past, present or future payment for health care provided to an individual.

Policy:

The Cleveland Christian Home, Inc. will use PHI about our consumers for treatment, payment, and operational purposes. We do not require authorization to use PHI for those purposes. The Cleveland Christian Home, Inc. may also use or disclose PHI without authorization for several other reasons. Subject to certain requirements, we may use PHI without authorization for public health reasons, for auditing purposes, and for emergencies.

State and Federal laws require that PHI of all present and former clients be kept confidential, subject to specific allowable uses and disclosures, and that PHI be appropriately safeguarded from unauthorized access. Unauthorized disclosure of confidential information constitutes a violation of the child or youth's right to privacy and is a serious breach of trust. Any such disclosure is grounds for disciplinary action, including immediate dismissal.

Personal Health Information (PHI), is any identifiable personal information, including the following: Name, Address, Date of Birth, Date of Admission or Discharge, Telephone Number(s), E-Mail Address, Case Number, License Number, Photographs, Voice, Finger Prints.

Personal Health Information (PHI) pertaining to a child/youth and his/her family in treatment is considered confidential in all formats. Examples of PHI formats include: paper records, electronic records, fax, email, voice mail/messages, non-digital pagers, walkie talkies, PDA's, notebooks.

Photographs and tapes (audio and visual) are also considered confidential, and therefore may not be released to any person not employed by the Cleveland Christian Home, Inc. Tapes and pictures taken for recreational purposes are for circulation within the building only.

Although confidential information shall not be disclosed without prior written consent, it may be necessary to disseminate confidential information to a Child Fatality Review Board. In the event of such an emergency, the Agency will cooperate with and disseminate information to a Child Fatality Review Board. There may also be other times when it is necessary to disseminate confidential information without prior written consent. When these exceptions occur, the information must be limited to the minimum needed. Exceptions are permitted when: an allegation of abuse of neglect has been made; a "duty to warn" exists; crimes have occurred on the grounds or against members of the workforce; emergency medical treatment is needed; public health issues exist; when documentation of compliance with court ordered treatment exists. When lawsuits and similar proceedings exist in response to a court order, administrative order, discover request, or subpoena.

Any unauthorized or inappropriate use of PHI owned or maintained by the Cleveland Christian Home, Inc. in all formats and computer systems, by the user or by another who has been permitted or enabled access to the system by the user, may subject the user to criminal and civil sanctions pursuant to federal and state law as well as disciplinary action up to and including termination. Users shall not divulge their access codes to anyone.

Consumer Rights Under HIPAA

The Right to Inspect and Copy

Consumers have the right to inspect and obtain a copy of their PHI that we maintain, including individualized clinical records and billing records.

Consumers do not have the right to psychotherapy notes. If a consumer requests a copy of their record, they will be charged a fee for the costs of copying, mailing, labor and supplies associated with the request. To inspect a copy of their PHI, a consumer must submit a request in writing to the program providing services.

#### The Right to Amend Your PHI

If a consumer feels that any PHI about them is not correct or is incomplete, they have the right to amend that information. A consumer has the right to request an amendment for as long as the record is maintained by the Cleveland Christian Home, Inc. To request to amend PHI, a consumer must submit the request in writing to the program providing services.

The Cleveland Christian Home, Inc. reserves the right to deny any request for an amendment for PHI if the request is not in writing, or if the request does not include a reason to support the request. In addition, the Cleveland Christian Home, Inc. may deny a request to amend PHI if: The Information was not created by the Cleveland Christian Home, Inc., unless the person or organization that created the information is no longer available to amend; The information is not part of the Individualized Clinical Record kept by the Cleveland Christian Home, Inc.; The information is not part of the information that a consumer is not allowed to inspect or copy; or The information is accurate and complete.

#### The Right to an Accounting of Disclosures

An accounting of disclosures is a list of the disclosures that the Cleveland Christian Home, Inc. has made, if any, of a consumers' PHI.

A consumer has the right to an accounting of disclosures. This right applies to disclosures for purposes other than those made to carry out treatment, payment, and health care operations as described above. It also excludes disclosures made to the consumer or guardian.

To request an account for disclosures, a consumer must submit a request in writing to the program providing services. The written request must include a time period that cannot be longer than six years and cannot include any dates before April 13, 2003. A written request should indicate in what form a consumer wants the list (written, electronically, etc.) The Cleveland Christian Home, Inc. may charge a consumer for the costs of providing the list.

#### The Right to receive Communications of PHI by Alternative Means or at Alternative Locations

All consumers have the right to request that the Cleveland Christian Home, Inc. communicate to them about their PHI in a particular manner or at a certain location. For example, a consumer may request that they be contacted only at home.

The Cleveland Christian Home, Inc. will accommodate all reasonable requests submitted in writing to the program providing services.

#### The Right to Request Restrictions

A consumer has the right to request a restriction or limitation on the PHI that the Cleveland Christian Home, Inc. discloses about the consumer for the treatment, payment or health care operations as described above. Consumers also have the right to request a limit on the medical information that is disclosed to someone who is involved in the consumers care or the payment for their care, or for notification purposes as described in this policy.

The Cleveland Christian Home, Inc. is not required to agree with a consumers request, however, if the Cleveland Christian Home, Inc. does agree, the agency will comply with the written request until the agency received a write notice that the consumer no longer wants the restriction to apply (except as required by law or in emergency situations).

Any request for the restriction on the use and disclosure of PHI must be made in writing. The written request must describe in a clear and concise manner: the information the consumer wishes to be restricted; whether the consumer is requesting to limit the use, disclosure, or both; and to whom the consumer wants the limits to apply.

#### The Right to Provide an Authorization for Other Uses and Disclosures

The Cleveland Christian Home, Inc. will obtain a written authorization for uses and disclosures that are not identified by this policy or permitted by applicable law. Any authorization regarding the use and disclosure of PHI may be revoked at any time in writing. After the authorization is revoked, the Cleveland Christian Home, Inc. will no longer use or disclose PHI for the purposes described in the authorization, except under the following circumstance, when the Cleveland Christian Home, Inc. has taken action in reliance upon the authorization before the agency received the written revocation.

#### How to Contact the Cleveland Christian Home, Inc. about PHI

If you have any complaints or questions about this policy or PHI you can call or write the Cleveland Christian Home, Inc. at the telephone number or address below:

Attention: Cleveland Christian Home, Inc. Privacy Officer  
3146 Scranton Rd. Cleveland, Ohio 44109  
(216) 688-4107