

Christian Family Solutions Joint Notice of Privacy Practices

This notice describes:

- How your health information may be used and disclosed
- How you can get access to your health information

Please review this document carefully.

Christian Family Solutions (CFS) is required to stay in compliance with the Health Insurance Portability and Accountability Act (HIPAA). This act requires CFS to maintain the privacy of your health information and to provide you with a notice that describes CFS's legal duties and privacy practices concerning your health information. All CFS employees, providers, contractors, students and volunteers are required to follow this notice and keep your health information private.

Health information is information that we have created and/or received about you that may identify you (Such as your name, address, phone number), as well as your symptoms, examinations, test results, diagnosis, treatment and plans for future care.

How may Christian Family Solutions use and share your information?

- **Treatment.** CFS may use or disclose your health information to other CFS providers who are involved in your care.
- **Payment.** CFS may use and send your health information to send bills and collect payment from you, your insurance company, or other payers.
- **Operations.** CFS may use and share health information for business operations. These include reviewing service quality, development of programs or evaluating performance.
- **Fundraising.** CFS is a non-profit agency that relies on donor support to heal and help as many people as possible. We may use basic contact information after your discharge to gauge your satisfaction with our services for donor communication purposes. We may also provide an opportunity for you to participate in our fundraising efforts. At that time, you will have the opportunity to opt-out of receiving further fundraising related communications.

Situations where Christian Family Solutions is required or permitted by law to disclose your health information:

- Public health agencies to help prevent or control disease, injury or disability. For example, if there are reactions to medications to the Food and Drug Administration.
- Law Enforcement: For example, for investigations of abuse, neglect, injury, death, crimes or other threats to health and safety.
- Respond to a court order or prison/probation officers.
- Worker's compensation if your care is work related
- Research under certain circumstances and only after special approval process.
- Your court-appointed guardian or your agent under a health care power of attorney

Situations where we will never share your information unless you give us written permission:

- Marketing purposes
- Sale of your information
- Most sharing of psychotherapy notes

In this situation, you have both the right and choice to tell us to share information with your family, close friends or others involved in your care.

Your Rights regarding your health information: You have a right to:

- See and get a copy of your health information.
- Change your health information. If you feel that any information we have about you in your health record is wrong, you may ask us to change it.
- Request restrictions on the use and disclosure of your health information for treatment, payment or health care operations activities. CFS is not required to agree to your request if it interferes with your care.
- Ask for confidential communications. You have the right to ask that we communicate with you about your health information in a certain way or at a certain location and we will try to honor your request if we can.
- Request a list of disclosures of your information, with the exception of information shared for your care, payment or operations or when you have provided us with an approval to do so. You must submit your request in writing to Medical Records. We will provide the list one time at no cost during each 12-month period.
- Be notified if there is a breach of your health information.
- Right to complain. If you believe your privacy rights have been violated, you may file a complaint with Christian Family Solutions or with the Secretary of the Department of Health and Human Services.

If you have questions or concerns regarding your privacy rights or the information in this notice, please contact the Christian Family Solutions, Angela Berth Privacy Officer at 1-800-438-1772 or by mail W175N11120 Stonewood Dr., Germantown WI 53022.

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, in our office, and on our web site.

Effective date: 06/2024