

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.

This Notice is provided on behalf of Campus Health. Campus Health provides ambulatory primary medical care, mental health services and wellness programs along with selected specialty services including gynecology and orthopedics to the eligible members of the Campus Community.

Purpose of Notice: This Notice of Privacy Practices describes how Campus Health may use and disclose your Protected Health Information to carry out treatment, payment or healthcare operations and for other purposes permitted or required by law. This Notice will also describe your rights and certain obligations we have prior to using or disclosing your PHI. “Protected Health Information” or “PHI” is information about you or your minor child, including demographic data such as name, address, phone numbers, etc., that may identify you or your minor child and that relates to your or your minor child’s past, present or future physical or mental health and related healthcare services.

Campus Health understands that PHI about you is personal and confidential, and we are committed to protecting its confidentiality. Campus Health creates a record of the care and services you receive here to enable Campus Health to provide such services and to comply with legal requirements. Campus Health is required by law to provide this Notice and to maintain the privacy of PHI. We must abide by the most current version of this Notice, and we reserve the right to change the privacy practices described in it, with such changes to be effective for all PHI that we maintain. This Notice, including any updates, may be viewed on our web site, at campushealth.unc.edu. Notices will be posted in prominent areas of our facilities. You may receive a current copy by sending a written request to The University of North Carolina at Chapel Hill, Campus Health, Attn: HIPAA Liaison, CB# 7470, Chapel Hill, NC 27599-7470.

This notice describes the practices of Campus Health healthcare professionals, employees, Students-in-training and others who work or provide healthcare services at our facility.

Your Privacy Rights: You have the following rights relating to your Protected Health Information and may:

- Request a paper copy of this Notice.
- Inspect and/or obtain a copy of PHI in records used to make decisions about you. You have a right to a copy of such records in their original electronic version, or if this is not possible, in another electronic form that is mutually agreeable to you and us. Campus Health may charge you related fees, and under certain circumstances, may deny this request. In some situations, you have the right to have the denial of your request reviewed by a licensed healthcare professional from Campus Health who was not involved in the original denial decision.
- Request that an amendment be added to your record. Campus Health will ask you to put these requests in writing and provide a reason that supports your request. We are allowed to deny these requests in certain circumstances.
- Request in writing a restriction on certain uses and disclosures of your PHI. We are not required to abide by the requested restrictions in most circumstances, however, we must agree to your request to restrict disclosure of PHI about you to your health plan for payment purposes when the PHI pertains solely to a health care item or service for which you, or someone on your behalf, have paid in full out of pocket.
- Obtain a record (“accounting”) of certain disclosures of PHI about you.
- Make a reasonable request to have confidential communications of PHI about you sent to you by alternative means or at alternative locations.
- Revoke your authorization for use or disclosure of PHI about you, except that such revocation will not affect uses or disclosures permitted or required by law without authorization or any use or disclosure that already has occurred prior to the revocation. A revocation of authorization must be in writing and signed by you.
- Receive notice of any breach of your unsecured PHI.

You may exercise any of the above rights by contacting Campus Health - Health Information Management Department, Attn: HIPAA Liaison, CB# 7470, Chapel Hill, NC 27599-7470, (919) 966-6557

Campus Health Responsibilities: Campus Health is required by law to protect the privacy of your PHI; abide by the terms of this Notice; make this Notice available to you; and notify you if we are unable to agree to a requested restriction or an alternative means of communicating. Campus Health will obtain your general consent for some uses and disclosures of PHI about you, for other uses and disclosures of PHI about you we will obtain your authorization; and, in some circumstances, may use and/or disclose PHI about you without your authorization.

If you think Campus Health has violated your privacy rights, you want to complain about privacy practices, or you have questions regarding the privacy of PHI about you, you can contact the UNC Privacy Office, Attn: Chief Privacy Officer, CB #1150, 440 W. Franklin St., Chapel Hill, NC 27599 or call (919) 962-6332 or email privacy@unc.edu.

You may also send a written complaint to the United States Secretary of the Department of Health and Human Services. Contact information can be found at the website for the Office of Civil Rights at hhs.gov/ocr. If you file a complaint, we will not take any action against you or change our treatment of you in any way.

Uses & Disclosures: Unless otherwise stated below, the use or disclosure described is permitted by law to be made without your authorization.

Treatment: Campus Health needs to use and disclose PHI about you to provide, coordinate or manage your health care and related services. This may include communicating with other health care providers regarding your treatment and coordinating and managing your health care with others. For example, we need to use and disclose PHI about you, both inside and outside our system, when you need a prescription, lab work, an x-ray, or other health care services. In addition, we need to use and disclose PHI about you when referring you to another health care provider.

Payment: Generally, Campus Health needs to use and disclose PHI about you to others to bill and collect payment for the treatment and services provided to you by us or by another provider. Before you receive scheduled services, we may need to share information about these services with your health plan(s). Sharing information allows us to ask for coverage under your plan or policy and for approval of payment before we provide the services.

Regular Healthcare Operations: Campus Health may use PHI about you to review the care you received, how you responded to it, and for other business purposes related to operating Campus Health. “Healthcare operations” also may include activities such as training or evaluating staff or trainees within our organization.

Business Associates: There are some services Campus Health provides through outside individuals or companies that we call “Business Associates”, including vendors, contracted health care providers, offsite storage facilities, and liability insurance carriers. In order to protect PHI about you, “Business Associates” are required by law to provide appropriate safeguards and procedures for privacy and security of the PHI entrusted to them under their contract with Campus Health.

Communication with Involved Individuals: Campus Health may share PHI with a family member, a close personal friend, or a person that you identify, if we determine they are involved in your care or in payment for your care, unless you tell Campus Health not to do so. Campus Health may only disclose prescriptions to you and certain others, including your parent or guardian, or a person to whom you give written authorization. Campus Health will use professional judgment and experience with common practice to allow a person to pick up non-prescription medical supplies and other medical information for you.

Psychotherapy Notes: Most uses and disclosures of psychotherapy notes will only be made after obtaining your authorization.

Research: Campus Health may disclose information to researchers when their research has been approved by an institutional review board that has reviewed the research proposal and established protocols to ensure the privacy of your health information.

Coroners, Medical Examiners, Funeral Directors: The law allows Campus Health to disclose PHI to these people so that they may carry out their duties.

Organ Donor Organizations: We are required to share PHI about you for purposes of tissue, eye or organ donation.

Contacts: Campus Health may contact you to provide appointment reminders, to discuss treatment alternatives or other health related benefits that may be of interest to you as a patient. Either of our Pharmacies may contact you to remind you to pick up your prescriptions.

Fundraising: Campus Health may use and/or disclose certain PHI about you for fundraising purposes. This may include disclosure to a foundation, or contacting you to raise money for the organization and its operations. All fundraising communications will give you a way to opt out of receiving such communications in the future.

Food and Drug Administration (FDA): Campus Health may share PHI about you with certain government agencies like the FDA so they can recall drugs or equipment.

Workers Compensation and Your Employer: In certain circumstances, Campus Health may disclose PHI about you to your employer and your employer’s workers’ compensation carrier regarding a work-related injury or illness.

Public Health Activities: Campus Health may disclose PHI about you to public health agencies who are charged with preventing or controlling disease, injury or disability or as required by law. We may disclose PHI about you if you have been exposed to a communicable disease or may otherwise be at risk of contracting or spreading a disease or condition. Disclosures include for example, lifetime reporting to the North Carolina Cancer Registry information about cancer patients that we treat and is required by law.

Correctional Institution: Campus Health may disclose PHI about you to a correctional institution having lawful custody of you.

Law Enforcement: Campus Health may disclose PHI about you in order to comply with laws that require the reporting of certain types of wounds or other physical injuries.

As Required by Law: Campus Health must disclose PHI about you when required by federal, state or local law.

Health Oversight: Campus Health may disclose PHI about you to a state or federal health oversight agency, for activities -it is authorized by law to carry out, such as investigations and inspections.

Abuse, Neglect or Domestic Violence: Campus Health must disclose PHI about you to government authorities that are authorized by law to receive reports of suspected abuse, neglect or domestic violence.

Legal Proceedings: Campus Health may disclose PHI about you in the course of any judicial or administrative proceeding and in response to a court order, subpoena, discovery request or other lawful process.

Required Uses and Disclosures: Campus Health must make disclosures of PHI when required by the Secretary of the Department of Health and Human Services to investigate or determine compliance with the requirements of the HIPAA Privacy Regulations.

To Avoid Harm: Campus Health may use and/or disclose PHI about you when necessary to prevent or lessen a serious threat to your health or safety, or to the health or safety of the public or another person.

For Specific Government Functions: In certain situations, Campus Health may disclose PHI of military personnel and veterans for national security activities or other purposes, as required by law.

Marketing: Campus Health will not, without your advance authorization, use and/or disclose PHI about you to engage in a marketing activity for which we receive financial compensation, nor will we sell your PHI.

Application of Other Laws: If a use and/or disclosure of PHI about you described above is prohibited or materially limited by other laws that apply to us, it is our intent to meet the requirements of the more stringent law. For example, some North Carolina laws provide more protection, with some exceptions, for specific types of information, including: specific communicable diseases (e.g., HIV/AIDS, syphilis, TB), mental health, developmental disabilities, and substance abuse.

Special Provisions for Minors: Under North Carolina law, minors, with or without the consent of a parent or guardian, have the right to consent to services for the prevention, diagnosis and treatment of certain illnesses including: venereal disease and other diseases that must be reported to the State; pregnancy; abuse of controlled substances or alcohol; and emotional disturbance. If you are a minor and you consent to one of these services, you have all the authority and rights included in this Notice relating to that service. In addition, the law permits certain minors to be treated as adults for all purposes. These minors have all rights and authority included in this Notice for all services.

Other Uses of Protected Health Information: Under any circumstances other than those listed above, Campus Health will obtain your written authorization before we use or disclose PHI about you. If you sign a written authorization allowing us to use or disclose PHI about you in a specific situation, you can later revoke your authorization by contacting the Medical/Health Information Management Department. You must revoke your authorization in writing. The revocation will not apply to PHI about you that has already been used or disclosed in reliance on your authorization. Upon receiving your written revocation, we will not use or disclose PHI about you, except for disclosures already in process.

