

**Your Information.
Your Rights.
Our Responsibilities.**

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

➤ **See page 2** for more information on these rights and how to exercise them

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

➤ **See page 3** for more information on these choices and how to exercise them

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

➤ **See pages 3 and 4** for more information on these uses and disclosures

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.
- 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 1.
- 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 www.hhs.gov/ocr/privacy/hipaa/complaints/.
- 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:

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

In the case of fundraising:

- We may contact you for fundraising efforts, but you can tell us not to contact you again.

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.

continued on next page

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: www.hhs.gov/ocr/privacy/hipaa/understanding/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
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Do research

- We can use or share your information for health research.
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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.
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Respond to organ and tissue donation requests

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

We do not create or maintain a hospital directory

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: www.hhs.gov/ocr/privacy/hipaa/understanding/consumers/noticepp.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, in our office, and on our web site.

June 1, 2021

This Notice of Privacy Practices applies to the following organizations

Minnesota

7200 Hudson Blvd STE 100 - Oakdale, MN 55128-7098
6041 Main St STE G - North Branch, MN 55056-5799
7831 E Bush Lake Rd STE 202 - Bloomington, MN 55439-3163
3800 N Hwy 52 STE 200 - Rochester, MN 55901-0108
2330 Troop Dr STE 102 - Sartell, MN 56377-4531
1961 Premier Dr STE 274 - Mankato, MN 56001-6494
1001 S Pokegama Ave STE D - Grand Rapids, MN 55744-3919
1725A Maple Grove Rd - Duluth, MN 55811-1828
7835 Main St STE 210 - Maple Grove, MN 55369-7072
13432 Elmwood Dr STE 6 - Baxter, MN 56425-8539
3640 Talmage Cir STE 200 - Vadnais Heights, MN 55110-4184
2580 Bridge Ave - Albert Lea, MN 56007-2073

Wisconsin

1280 W Clairemont Ave STE 4 - Eau Claire, WI 54701-5212
107 E Oak St STE 100 - Frederic, WI 54837-9500
204B E Upham St - Marshfield, WI 54449-1543
1540 Heritage Blvd STE 210A - West Salem, WI 54669-1418
642 Brakke Dr STE 104 - Hudson, WI 54016-7967
414 Broadway St STE 200 - Baraboo, WI 53913-2488
115 W Main St - Platteville, WI 53818-3137
409 Hallberg St Unit F - Delavan, WI 53115-2022
13255 W Bluemound Rd STE 103 - Brookfield, WI 53005-6245
93 S Pioneer Rd STE 100 - Fond du Lac, WI 54935-3802
1414 N Taylor Dr STE 205 - Sheboygan, WI 53081-3094
8825 S Howell Ave STE 102 - Oak Creek, WI 53154-3760

Illinois

185 Buckley Dr STE B - Rockford, IL 61107-5840
1350 East Touhy Ave STE 130W - Des Plaines, IL 60018-3303
665 W North Ave STE 201 CD - Lombard, IL 60148-1134

Iowa

302 N Grand Ave STE 5 - Charles City, IA 50616-2817
7504 1/2 University Ave - Cedar Falls, IA 50613-5003
1555 SE Delaware Ave STE Q - Ankeny, IA 50021-4011
613 E Main St - Panora, IA 50216-1018
1920 Rue St STE 3 - Council Bluffs, IA 51503-3601
40 N Main St - Denison, IA 51442-1928
101 Elkader St - Strawberry Point, IA 52076-9432
3741 Center Point Rd NE STE A - Cedar Rapids, IA 52402-2926
4215 E 60th St STE 9 - Davenport, IA 52807-9733
1015 South Grand - Spencer, IA 51301-5722
701 Sumner Ave STE 1 - Humboldt, IA 50548-1748
5710 Sunnybrook Dr - Sioux City, IA 51106-4249

Nebraska

1065 N 115th St STE 120 - Omaha, NE 68144-4423
1001 S 70th St STE 113 - Lincoln, NE 68510-7901
2550 N Diers Ave - Grand Island, NE 68803-1214
1800 W Pasewalk Ave STE 204 - Norfolk, NE 68701-5664
3220 E Elk Ln STE 400 - Fremont, NE 68025-8694

Kansas

5835 SW 29 St STE 200 - Topeka, KS 66614-5501
1642 Main St STE 2 - Atchison, KS 66002-2686
7200 College Blvd STE A - Overland Park, KS 66210-1861

Missouri

811 Westchester Ave - Harrisonville, MO 64701-1784
1524 E 23rd St S STE 101 - Independence, MO 64055-1641
3701 N Saint Peters Pkwy STE B - Saint Peters, MO 63376-7370
471 S Springfield Ave - Bolivar, MO 65613-2147
105 W Sherman Way STE 110 - Nixa, MO 65714-7622
1517 Union Ave STE D - Moberly, MO 65270-9471

Michigan

1920 Livernois Rd STE C - Troy, MI 48083-1770

South Dakota

6330 S Western Ave STE 100 - Sioux Falls, SD 57108-3410

Privacy Officer: Kimberly Olson, email: kolson@stcroixhospice.com, phone: 651-237-9716