



Notice of Privacy Practices

THIS NOTICE DESCRIBES HOW HEALTH INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED, AND HOW YOU CAN GET ACCESS TO THIS INFORMATION. PLEASE REVIEW IT CAREFULLY.

TIFFE respects your privacy and is committed to maintain and protect the confidentiality of your health information without interfering with your access to quality health care. We are required by federal law to protect and maintain the privacy of your “**Protected Health Information**” or “**PHI**” and to provide you with notice of our legal duties and privacy practices. Your PHI is any information generated, or collected by TIFFE, such as demographic information and information relating to your past, present, or future physical mental health or condition. The types of documents containing your PHI include clinical records, billing invoices, payment forms, and may also include videotapes and other documents, that are stored in paper, electronically, or in some other form.

This notice describes your rights as well as how we may use and disclose your PHI to the minimum reasonably needed for treatment, payment, health care operations, and other purposes permitted or required by law. TIFFE reserves the right to make changes in our privacy practices regarding your PHI, and will provide you with notice of any changes. Except as described in this notice, TIFFE will not use or disclose your **PHI** without your written authorization.

You Have The Following Rights With Respect To Your PHI:

- ◆ **Obtain a paper copy of this notice upon request.** You may request a copy of this notice at any time by calling our office at (808) 596-8433 or simply by downloading it from our website at www.tiffe.org
- ◆ **Request restrictions on the use and disclosure of your PHI for treatment, payments, or health care operations purposes or notification purposes.**
- ◆ **Limit communications of PHI by alternative means or alternative locations.** You have the right to receive confidential communications about your own health information by alternative means or at alternative locations. This means that you may, for example, designate that we contact you only via e-mail or at work rather than at home. To limit communications, please submit a written request to the Privacy Officer listed on the back of this notice, and specify how, or when, you would like to be contacted. We will accommodate all reasonable requests.
- ◆ **Access and copy your PHI.** You have the right to inspect and copy any health information about you other than psychotherapy notes, information compiled in anticipation of or for use in civil, criminal, or administrative proceedings, and certain information that is governed by the Clinical Laboratory Improvement Act. To arrange for access to your records, or to receive a copy of your records, please submit a written request to the privacy officer listed on the back of this notice. TIFFE may charge you a fee for the costs of copying, mailing, or other supplies that are necessary to grant each request.

Despite your general right to access your PHI, access may be denied in some limited circumstances. For example, access may be denied if you are a participant in a research program that is still in progress. Access to information that was obtained from someone other than a health care provider under a promise of confidentiality can be denied if allowing you access would reasonably be likely to reveal the source of the information. The decision to deny access under these circumstances is not subject to review.

In addition, access may be denied if (i) access to the information is reasonably likely to endanger the life and physical safety of you or anyone else, (ii) the information makes reference to another person and your access would reasonably be likely to cause harm to that person, or (iii) you are the personal representative of another individual and a licensed health care professional determines that your access to the information would cause substantial harm to the client or another individual. If access is denied for these reasons, you have the right to have the decision reviewed by a health care professional who did not participate in the original decision. If access is ultimately denied, the reasons for that denial will be provided to you in writing.

- ◆ **Request an amendment of PHI.** If you feel that your PHI maintained by TIFFE is incomplete or incorrect, you may request that TIFFE amend it. You may request an amendment for as long as TIFFE maintains the PHI. To request an amendment, please send a written request to the Privacy Officer listed on the back of this notice. In certain situations, TIFFE may deny your request for amendment. If your request to have your PHI amended is denied, you may submit a written statement of disagreement with the decision to the Privacy Officer listed on the back of this notice. Your statement will be kept on file and distributed with all future disclosures of the information to which it relates.

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- ◆ **Receive an accounting of disclosures of PHI.** You have the right to an accounting of any disclosures of your health information made during the six-year period preceding the date of your request for purposes other than treatment, payment, or health care operations. The accounting will exclude disclosures TIFFE has made directly to you or to persons involved in your care, incidental disclosures permitted by law, disclosures for notification purposes, disclosures that occurred prior to April 14, 2003, and disclosures made pursuant to authorizations signed by you. The right to receive an accounting is subject to certain other exceptions, restrictions, and limitations. To request an accounting, please submit your request in writing to the Privacy Officer listed on the back of this notice.

TIFFE is permitted and sometimes required by law to use and disclose your PHI without obtaining your prior authorization. The following examples describe different ways that TIFFE may use and disclose PHI about you.

- ◆ **Treatment.** TIFFE may use or disclose your PHI for the purpose of providing or allowing others to provide treatment to you. An example would be if TIFFE discloses your health information to a doctor for the purposes of a consultation. Also, we may contact you with appointment reminders or information about treatment alternatives or other health-related benefits and services that may be of interest to you.
- ◆ **Payment.** TIFFE may use and/or disclose your health information for the purpose of allowing us to secure payment for the health care services provided to you. For example, we may inform an insurer or third party payer of your diagnosis and treatment in order to assist the payer in processing our claim for the health care services provided to you.
- ◆ **Health Care Operations.** TIFFE may use and/or disclose your information for the purposes of our day-to-day operations and functions. We may also disclose your information to another healthcare provider to allow them to perform their day-to-day functions, but only to the extent that we both have a relationship with you. For example, we may compile your health information, along with that of other consumers, in order to allow our health care professionals to review that information and make suggestions concerning how to improve the quality of healthcare provided by us.
- ◆ **As required by law.** TIFFE must disclose PHI about you when required to do so by law.
- ◆ **For public health purposes.** As required by law, TIFFE may disclose PHI about you to public health or legal authorities charged with preventing or controlling disease, injury, or disability.
- ◆ **Victims of abuse, neglect, or domestic violence.** TIFFE may disclose PHI about you if TIFFE reasonably believes you are a victim of abuse, neglect, or domestic violence.
- ◆ **Health oversight activities.** TIFFE may disclose PHI about you to an oversight agency to conduct audits or civil, administrative or criminal investigations as authorized by law. Some of these oversight activities are necessary for our licensure, accreditation, and compliance with contracts.
- ◆ **Judicial and administrative proceedings.** If you are involved in a lawsuit or a dispute, TIFFE may disclose PHI about you in responses to a court or administrative order, or other lawful process, but only if efforts have been made to tell you about the request or to obtain an order protecting the requested PHI.
- ◆ **Law enforcement purposes.** TIFFE may disclose PHI about you in response to law enforcement requests, such as a subpoena.
- ◆ **Coroners, medical examiners, and funeral directors.** TIFFE may release information about you to assist coroners, medical examiners, or funeral directors with their official duties.
- ◆ **Organ, eye, or tissue donation.** TIFFE may disclose your PHI to organ or tissue procurement entities as applicable by law.
- ◆ **Research purposes and projects that TIFFE undertakes.** TIFFE may disclose PHI about you to researchers when the research has been evaluated and approved through a research approval process that takes into account the consumer right for privacy.
- ◆ **To avert a serious threat to health and safety.** TIFFE may disclose PHI about you to avert a serious threat to your health and safety or to health and safety of the public or another person.
- ◆ **Governmental functions.** TIFFE may disclose PHI about you for specialized governmental functions such as military, national security, criminal corrections, or public benefit purposes.
- ◆ **Worker's compensation.** TIFFE may disclose PHI about you to comply with laws relating to worker's compensation or other programs established by law.

Other Uses and Disclosures of PHI: TIFFE may disclose to your relatives or close personal friends any health information that is directly related to that relative's/friend's involvement in the provision of, or payment for your care. However, except in emergency situations, TIFFE will inform you of our intended action prior to making such disclosures and will, at that time, offer you the opportunity to object. In all other situations, TIFFE will obtain your written permission before using or disclosing PHI about you for purposes other than those stated above. You may revoke your written permission at any time. Upon receipt and approval of your revocation request, TIFFE will stop using or disclosing PHI about you except to the extent that TIFFE has already done so prior to your revocation.

What to do if your feel you privacy rights have been violated: If you feel your privacy rights have been violated, TIFFE wants to hear from you. You may file a complaint with our Privacy Officer listed below or you may file a complaint directly with the Secretary of the Federal Department of Health and Human Services. TIFFE assures you there will be no retaliation against you for filing a complaint.

Dona Yoshida, Privacy Officer
The Institute For Family Enrichment ◆ 615 Pi'ikoi Street, Suite 105 ◆ Honolulu, Hawai'i 96814

