

NOTICE OF PRIVACY PRACTICES

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This notice describes how medical information about you may be used and disclosed and how you can get access to this information. **Please read it carefully.**

This notice takes effect on April 14, 2003 and remains in effect until there is a change in the law. Please keep a copy of this notice, obtainable at tamarakaiser.com, for your records.

The privacy of your medical information is important to Dr. Kaiser. She understands that your information is personal and is committed to protecting it. She creates a record of the care and services you receive. She needs the record to provide you with quality care and to comply with certain legal requirements. She maintains careful safeguards to protect you against unauthorized access and use of your medical information and/or identifiable information, such as your name, address, phone number, or member identification number. Please note that email communications are not secure. If Dr. Kaiser has your email address, she will only use it to communicate such things as appointment times and other short messages that have no personal information in them. This notice will tell you about the way Dr. Kaiser may use and share medical information about you. It also describes your rights and certain duties Dr. Kaiser has regarding the use and disclosure of medical information.

Permitted Handling of Health Information

Dr. Kaiser handles your personal health information in a number of different ways during the course of your treatment. The following examples show you the various uses she is permitted by law to make without your direct authorization to Dr. Kaiser.

Treatment: Dr. Kaiser may disclose your personal health information to health care providers (doctors, dentists, pharmacies, hospitals and other caregivers) who request it to aid in your treatment. **Please note that Dr. Kaiser will not provide any of this information without a copy of your written authorization, either directly to her or directly to the provider asking for the information.** She may also disclose your personal health information to these providers in her effort to provide you with preventive health, early detection and disease, and case management programs. Neither of these disclosures will include notes from specific sessions. Rather a summary of treatment would be provided.

Payment: To administer your health benefits, policy or contract, Dr. Kaiser must use and disclose your health information to determine:

- Eligibility
- Claims payment
- Utilization and management of your benefits
- Medical necessity of your treatment
- Coordination of your care, benefits and other services
- Responses to complaints, appeals and external review requests

Dr. Kaiser may also use and disclose your health information to determine premium costs, underwriting, rates and cost-sharing amounts.

Health care operations. To perform health plan functions, Dr. Kaiser may use and disclose your health information to provide the following programs and evaluations:

- Health improvement or health care cost-reduction programs
- Competence or qualification reviews of health care professionals
- Fraud and abuse detection and compliance programs

- Quality assessment and improvement activities
- Performance measurement and outcome assessments, health claims analysis and health services outreach
- Case management, disease management and care coordination services.

Dr. Kaiser may also disclose your health information to health affiliates and business associates that perform payment activities and conduct health care operations for her on your behalf.

Service reminders. Dr. Kaiser may contact you to remind you to obtain preventive health services or to inform you of treatment alternatives and/or health-related benefits and services that may be of interest to you.

Additional Uses and Disclosures

In certain situations, the law permits Dr. Kaiser to use or disclose your personal health information without your authorization. These situations include:

Required by law: Dr. Kaiser may use or disclose your health information, as she is required to do so by state or federal law, including disclosures to the U.S. Department of Health and Human Services. Also, she is required to disclose your personal health information to you in accordance with the law.

Public health issues: Dr. Kaiser may disclose your health information to an authorized public health authority for public health activities in controlling disease, injury or disability. For example, Dr. Kaiser may disclose your personal health information to the childhood immunization registry.

Abuse or neglect: Dr. Kaiser will make disclosures to government authorities concerning abuse and neglect of children or vulnerable adults as required by law.

Health oversight activities: Dr. Kaiser may disclose your health information to a government agency authorized to conduct health care system or governmental procedures such as audits, examinations, investigations, inspections and licensure activity.

Legal proceedings: Dr. Kaiser may disclose your health information in the course of any legal proceeding, in response to a court order or administrative judge and, in certain cases, in response to a subpoena, discovery request or other lawful process.

Law enforcement: Dr. Kaiser may disclose your health information to law enforcement officials. For example, disclosures may be made in response to a warrant or subpoena or for the purpose of identifying or locating a suspect, witness or missing persons or to provide information concerning victims of crimes.

Coroners, medical examiners, funeral directors and organ donations. Dr. Kaiser may disclose your health information in certain instances to coroners and medical examiners during their investigations. She may also disclose health information to funeral directors so that they may carry out their duties. She may disclose personal health information to organizations that handle donations of organs, eyes or tissue and transplantations. For example, if you are an organ donor, she can release records to an organ donation facility.

Research. Dr. Kaiser may disclose your health information to researchers only if certain established measures are taken to protect your privacy. For example, she may disclose to a teaching university to conduct medical research.

To prevent a serious threat to health or safety. Dr. Kaiser may disclose your health information to armed forces personnel under certain circumstances, and to authorized federal officials for national security and intelligence activities.

Military activity and national security. Dr. Kaiser may disclose your health information to armed forces personnel under certain circumstances, and to authorize federal officials for national security and intelligence activities.

Correctional institutions. If you are an inmate, Dr. Kaiser may disclose your health information to your correctional facility to help provide you health care or to provide safety to you or others.

Workers' compensation. Dr. Kaiser may disclose your health information as required by workers' compensation laws.

Others involved in your health care. Unless you notify her in writing, Dr. Kaiser may disclose certain billing information to a family member who calls on your behalf. The kind of information she will disclose is the status of a claim, amount paid and payment date. She will not, however, disclose medical information, such as diagnosis.

Your employer. If your coverage is through your employer, Dr. Kaiser may disclose information to your employer to review group claims data or to conduct an audit. All information that could be used to identify specific participants is removed unless such identification is necessary.

Your Authorization

As of April 14, 2003, you have additional rights regarding your personal health information. Your additional rights are described below:

Your right to request restrictions. You have the right to request restrictions in the way Dr. Kaiser handles your personal health information for treatment, payment or health care operations described in the "Permitted Handling of Health Information" section of this notice. The law, however, does not require Dr. Kaiser to agree to these restrictions. If she does agree to a restriction, she will send you a written confirmation and will not use or disclose your health information in violation of that restriction. If she does not agree, she will notify you in writing.

Your right to confidential communications. Dr. Kaiser will make every effort to accommodate reasonable requests to communicate with you about your health information at an alternative location. For our records, She needs your request in writing. It is important that you understand that any payment or payment information may be sent to the original address in her records.

Your right to access. You have the right to receive, by written request, a copy of your personal health information that is contained in a "designated record set," with some specified exceptions. For example, if Dr. Kaiser decides that your records are sensitive, she may not give you access to them. She reserves the right to deny access of your personal representative to your records if she believes that access is likely to cause substantial harm to you, her client.

What is a Designated Record Set?

This is a group of records used to administer your health benefits, including:

- Enrollment
- Payment
- Claims adjudication
- Case or medical management records.

Your right to amend your health information. You have the right to ask Dr. Kaiser to amend any personal health information that is contained in a "designated record set." You must make the request in writing.

Dr. Kaiser will not amend records in the following situations:

- Dr. Kaiser does not have the records you want amended.
- Dr. Kaiser did not create the records that you want amended.
- Dr. Kaiser has determined that the records are accurate and complete.
- The records have been compiled in anticipation of a civil, criminal or administrative action or proceeding.
- The federal Clinical Laboratory Improvement Act covers the records.

If you have requested an amendment under any of these situations, Dr. Kaiser will notify you in writing that she is denying your request. You have the right to file a written statement of disagreement with her and she has the right to rebut that statement. Please note that changes of addresses are not required in writing.

Your right to information about certain disclosures. You have the right to request (in writing) information about the times Dr. Kaiser has disclosed your personal health information for any person other than the following exceptions:

- Treatment, payment or health care operations as described in the “permitted Handling of Health Information” section of this notice.
- Disclosures that you or your personal representative have authorized
- Certain other disclosures, such as disclosures for national security purposes.

The requirement that Dr. Kaiser provide you with information about the times she has disclosed your personal health information applies for six years from the date of the disclosure. This applies only to disclosures made after April 14, 2003.

Future Changes

Although Dr. Kaiser follows the privacy practices described in this notice, you should know that under certain circumstances these practices could change in the future. For example, if privacy laws change, she will change her practices to comply with the law. Should this occur,;

- She will send you a new notice to you prior to making a significant change in her privacy practices.
- The changes will apply to all personal information she has in her possession, including any information created or received before she changes the notice.

Questions and Answers:

Q: Will Dr. Kaiser give my personal health information to my family or others?

A: Dr. Kaiser will only share your personal health information if either of these applies:

1. You are present, in person or on the telephone, and give her permission to talk to the other person.
2. You sign an authorization form.

Q: Whom should I contact to get more information or to get an additional copy of this notice?

A: For additional information or questions about this Notice of Privacy Practices, please ask Dr. Kaiser. For an additional copy, please go to tamarakaiser.com.

Q: What should I do if I believe my privacy rights have been violated?

A: If you think Dr. Kaiser may have violated your privacy rights, or you disagree with a decision she made about access to your personal health information, you may either:

1. Talk to your therapist
2. File a written complaint with Dr. Tamara Kaiser, the privacy officer

3. Contact the ethics committee of Dr. Kaiser's professional affiliation, i.e. Minnesota Association of Marriage and Family Therapists or the National Association of Social Work
4. Contact either the State of Minnesota Board of Social Work and/or the State of Minnesota Board of Marriage and Family Therapy.
5. Notify the secretary of the U. S. Department of Health and Human Services (HHS). Send your complaint to:
Medical Privacy Complaint Division, Office for Civil Rights
U. S. Department of Health and Human Services
200 Independence Avenue SW
Room 509F, HHH Building
Washington, D.C. 20201
6. Call the HHS Voice Hotline number at 1- 800-368-1019.

Please be assured that Dr. Kaiser will not take retaliatory action against you if you file a complaint about her privacy practices.