



Your Information. Your Rights. Our Responsibilities.

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

*For any questions regarding this notice call:
Meredith Damboise, Privacy Officer 203-492-4866, ext. 17*

Your Rights

When it comes to your protected personal information, you have certain rights.

New Reach defines personal protected information as any information that can be used to identify a client, living or deceased, and which relate to the client's past, present or future physical or mental health condition including:

- name
- address
- health/disability status or condition
- date of birth
- social security number
- telephone number

This section explains your rights and some of our responsibilities to help you.

Get an electronic or paper copy of your client record

- You can ask to see or get an electronic or paper copy of your client record. Ask us how to do this.
- We will provide a copy or a summary of your client record, usually within 30 days of your request. We charge \$.05 per page.

Ask us to correct your client record

- You can ask us to correct personal protected information in your client record if you think it 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 personal protected 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.

Get a list of those with whom we've shared information

- You can ask for a list of the times we've shared your personal protected information for six years prior to the date you ask, who we shared it with, and why.

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 personal protected 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 8.
 - 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.
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Your Choices

For certain protected personal 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 services, care and treatment
 - Share information in a disaster relief situation
 - *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 there is a serious and imminent threat to your health or safety.*
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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
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In the case of fundraising:

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

How do we typically use or share your personal protected information?

We typically use or share your personal protected information in the following ways.

Coordinate your services

- We can use your personal protected information and share it with other professionals who are treating you.

Example: We may connect you to housing services.

Run our organization

- We can use and share your personal protected information to run our agency, improve your services, and contact you when necessary.

Example: We look at client data to monitor quality and effectiveness of services provided.

Bill for your housing

- We can use and share your personal protected information to make payments to landlords.

Example: We coordinate with landlords to make rental payments.

continued on next page

Our Uses and Disclosures

How else can we use or share your personal protected 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. 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 personal protected information about you for certain situations such as:

- Preventing disease
- Reporting adverse reactions to medications
- Reporting suspected abuse, neglect, or domestic violence
- Preventing or reducing a serious threat to anyone’s health or safety

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.

Work with a medical examiner or funeral director

- We can share personal protected information with a coroner, medical examiner, or funeral director when an individual dies.
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Address law enforcement, workers' compensation and other government requests

We can use or share personal protected information about you:

- 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
- For workers' compensation claims

Respond to lawsuits and legal actions

- We can share personal protected information about you in response to a court or administrative order, or in response to a subpoena.
- We can share *specific* personal protected information subject to the following:
 - **Psychiatric information** -confidential psychiatric information is protected under Connecticut law. We cannot release this information without a *specific* release from you to do so.
 - **HIV-related information**- confidential HIV-related information is protected under Connecticut law. We cannot release this information without a *specific* release from you to do so.
 - A general authorization for the release of medical or other information is NOT sufficient for this purpose. State law prohibits anyone we send this information to from making further disclosure of it or of using it for any other purpose than what is indicated above without the specific consent of the person to whom it pertains, or as otherwise permitted by law. A general authorization for the release of medical or other information is NOT sufficient for this purpose.

Our Responsibilities

- We are required by law to maintain the privacy and security of your personal protected 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.

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.

For more information see:

www.hhs.gov/ocr/privacy/hipaa/understanding/consumers/noticepp.html.

For questions, contact:

Meredith Damboise, Privacy Officer

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