

Notice of Our Privacy Practices



Your Privacy

The Home for Little Wanderers takes your privacy seriously. We want to tell you about our privacy practices to protect your personal health information.

Our Responsibilities

The Home for Little Wanderers is required by law to:

- Maintain the privacy of your health information.
- Ensure that safeguards are in place to limit the collection and use of your health information.
- Provide this notice of our duties and privacy practices.
- Abide by the terms of this notice currently in effect.

Your Rights

You have the right to:

- Request that we restrict how we use or disclose your health information. We may not be able to comply with all requests.
- Request that we use a specific phone number or address to communicate with you.
- Inspect and copy your health information (fees may apply). *
- Request additions or corrections to your health information. *
- Receive an accounting of disclosures of your health information (except for disclosures for treatment, payment, and operations, and some required disclosures, both briefly described in this notice; disclosures that you authorize are also exempt). *
- You have the right to be notified of a breach of unsecured personal health information. The Home is likely to notify you in person (when possible), or by phone (with the proper consent), followed by letter from The Home's Risk Management, Evaluation, and Outcomes Department.

Requests followed by an asterisk () must be in writing.*

How do we routinely use health information?

The Home uses your health information to give you the best treatment we possibly can.

Examples of how we use your information include:

- **Treatment** - Your health information is routinely shared among our clinicians and direct care staff involved in your care to coordinate or manage treatment, both within and outside The Home. This is to ensure that we share an understanding of your treatment needs.
- **Payment** - Your health information is disclosed to your health plan so that The Home can be paid for services provided to you. For example, a summary of your Outpatient Treatment may be provided to your insurer to determine that these services were

necessary according to their guidelines. However, you have the right to restrict disclosures of your personal health information to a health plan in circumstances where you are paying for the service in full out of your pocket.

- **Operations** - Client information is used for Quality Assurance and Utilization Review, to help us plan for ways to serve you better.

We comply with all applicable state and federal laws, including any laws that affect our ability to use your health information for treatment, payment and operations.

Other Uses:

With your permission, we may also use your information to:

- Communicate when necessary with your family or close friends who are involved in your care.
- Consult with other clinicians or your school.
- Identify alternative or aftercare service options.

All other uses and disclosures such as the disclosure of psychotherapy notes or using information for marketing purposes, not previously described, may only be made with your signed authorization. You may revoke your authorization at any time.

Information we may need to share without your authorization:

There are limited times when the law permits or requires us to disclose health information without your signed permission. These situations are:

- To protect victims of abuse or neglect for government oversight activities such as fraud investigations.
- For judicial or administrative proceedings.
- If required by law or law enforcement.
- To coroners, medical examiners, and funeral directors.
- For specialized government functions such as national security and intelligence.
- To a correctional institution if you are an inmate.

In an emergency, if we are unable to obtain your permission, we may need to disclose your personal information as necessary to insure your health and safety.

Fundraising and Marketing:

The Home for Little Wanderers is strictly prohibited from selling your personal health information without your express written authorization.

Where there are circumstances by which The Home may contact you about fundraising activities, you have the right to opt out of receiving such communications.

Who to Contact

If you would like more information, you may request a copy of our Notice of Privacy Practices. Copies are available at all of our offices and programs, and on our website at www.thehome.org/HIPAA.

If you feel that your privacy rights have been violated, you have the right to notify to The Home for Little Wanderers by calling The Home's Privacy Officer at 617-267-3700, by emailing HIPAA@thehome.org, or by writing to:

HIPAA Privacy Officer
Risk Management, Evaluation, and Outcomes Department
The Home for Little Wanderers
10 Guest Street
Boston, MA 02135

You may also file a complaint with the Secretary of Health and Human Services in Washington, D.C. We will not retaliate against you for filing a complaint.

Changes to Our Privacy Practices

The Home reserves the right to make revisions to its privacy practices, and make the new practices effective for all the information we maintain. Revised notices will be available to you.

This summary briefly describes how medical information about you may be used and disclosed, and how you can get access to this information. It also tells you about your right to request that we share your information in a particular way.

Please review this information carefully.

The Home for Little Wanderers is the nation's oldest and one of New England's largest non-profit child and family service agencies, with roots dating back to 1799. The mission of The Home is to ensure the healthy emotional, mental, and social development of children at risk, their families, and communities. We do this through a series of integrated programs that include early childhood services, family-focused home-based support, special education, therapeutic residential treatment, adoption, intensive foster care, educational and independent living preparation for youth who have aged out of state care.

With nearly 600 employees, a full continuum of services and a commitment to advocacy, The Home reaches thousands of children and families each year. We strive to ensure our programs

are an integral part of the communities in which they reside. Children and families receive services in the locations that are most appropriate for them. This could be in the child's own home, school, clinic, hospital, or in a therapeutic residential setting.



We link policy, practice and program research to measure the impact of our work. What we learn helps us to develop and enhance our programs, and to be a strong voice for *all* children and families, not just the ones we serve directly.

10 Guest Street, Boston, MA 02135

t. 617-267-3700

f. 617-267-8142

888-HOME-321

www.thehome.org