

Children's Health Care Notice of Privacy Practices

At Children's Health Care, the privacy of our patients' medical records is important to us, and we are committed to treating and using protected health information about your child responsibly.

Please review this notice carefully. It describes how your child's record is used and shared as well as how you can access and control your child's health information.

When you seek care for your child at Children's Health Care – whether by phone or in-person – each encounter is documented in his/her medical record. Typically this record contains your child's symptoms, examinations, test results, diagnoses, treatments, and plans for future care. Understanding what is in your child's record and how this information is used helps you to ensure its accuracy and to make decisions about authorizing disclosure to others.

If you have any questions at any time about your child's medical record, please contact our office.

How Your Protected Health Information is Used and Disclosed

We use your child's medical record on a regular basis in the following ways:

1. For Treatment: In order to coordinate treatment or services for your child, we may disclose medical information to other healthcare personnel outside this office.

For example: When your child is referred to a specialist for advanced care, we will relay details of the care they received here.

In addition to formal communication with other doctors' offices, we also share information about your child with pharmacies (prescription refills), hospitals (scheduling lab tests), and other health centers.

2. For Payment: We may share some of your child's information with a third party, in order to receive payment for services.

For example: Following your child's physical, we will notify your insurance company of the vaccines your child received.

3. For Healthcare Operations: In our efforts to run the office smoothly and ensure quality care, we may use your child's medical information for internal reviews and procedures.

For example: In studying the accuracy of a diagnostic test for strep, we may track your child's results. We may also attempt to contact you directly (or via voicemail) to remind you of an appointment or to address a billing issue.

4. For School Health: In order to comply with state regulations regarding immunization history, at the request of your child's school nurse we will provide this information via fax or mail.

5. Without Prior Consent: There are some situations under which we may share information without your permission. These include cases of public health risk (e.g. contagious disease), personal safety (e.g. suicide risk), or legal action (as requested by law enforcement or court subpoena). While this information is usually not personally identifiable, you may contact our Office Manager, if you have additional concerns.

If you would like for us to disclose health information to other parties that fall outside the scenarios listed above, we will need – for your protection – separate authorization from you. You may inquire about the procedures to grant such authorization by contacting our Office Manager at the number listed below.

Regardless of the situation, please be assured that we will always handle your child's information respectfully.

Your Rights Regarding Your Child's Medical Information

Although your child's health record is the physical property of Children's Health Care, the information belongs to you. You are entitled to access and control your child's health record in the following ways:

1. You have the right to obtain a paper copy of this notice of privacy practices.
2. You have the right to inspect and obtain a copy of your child's medical record.
3. You have the right to amend incorrect or incomplete health information.
4. You have the right to a list of the disclosures we have made of your child's medical information.
5. You have the right to restrict which parties have access to your child's information.

6. You have the right to request specific ways that we may communicate with you. (For instance, you can ask that we only contact you at work or by mail.)

To make a specific request or to learn more about these rights, please contact our Office Manager.

Contact Information

If you have questions and would like additional information, or believe you privacy rights have been violated please contact our Office Manager:
Marianne Thurlow (978-465-7121)

You may also contact the Department of Health and Human Services or the Office of Civil Rights.

You will not be penalized for filing a complaint.