



Children's  
of Alabama®

1600 7th Avenue South, Birmingham, AL 35233  
www.ChildrensAL.org  
Kathleen Street, HIPAA Privacy Officer  
Direct Line: (205) 638-5959; Fax Number: (205) 638-2468  
Email address: Kathleen.Street@ChildrensAL.org  
HIPAA email box: HIPAA@ChildrensAL.org  
HIPAA Privacy Forms: [www.childrensal.org/hipaa-privacy](http://www.childrensal.org/hipaa-privacy)

## Your Information. Your Rights. Our Responsibilities.

Children's of Alabama (COA) is committed to respect patient privacy and protect confidential patient information. This Notice of Privacy Practices (NPP) describes how medical information about your child may be used and disclosed and how you can get access to this information. **Please review it carefully.**

### Who Will Follow This Notice:

This Notice applies to all records of your child's care generated by COA. This Notice describes the privacy practices of COA (including its Russell Campus, clinics, outpatient surgery center, primary and specialty care offices, and the Foundation). This Notices applies to healthcare professionals (COA employees and COA medical staff) and appropriate COA vendors and companies with legitimate authorization to access, use, or disclose your child's health information.

## YOUR RIGHTS

You have the right to:

- Get a copy of your child's paper or electronic medical record
- Correct your child's paper or electronic medical record
- Request confidential communication
- Ask us to limit the information COA share
- Get a list of those with whom COA has shared your child's information
- Get a copy of this privacy notice
- Choose someone to act for you to receive your child's health information
- File a complaint if you believe your privacy rights have been violated

## YOUR CHOICES

You have some choices in the way that COA uses and shares information as COA:

- Tell family and friends about your child's condition
- Provide disaster relief
- Include you in a hospital directory
- Provide mental health care
- Market our services and sell your child's health information
- Raise funds

## OUR USES and DISCLOSURES

COA may use and share your child's health information as COA:

- Treat your child
- Run our organization
- Bill for your services
- Help with public health and safety issues
- Do research
- Comply with the law
- Respond to organ and tissue donation requests
- Work with a medical examiner or funeral director
- Address workers' compensation, law enforcement, and other government requests
- Respond to lawsuits and legal actions

## When it comes to your health information, you have certain rights.

This section explains your rights and some of COA's responsibilities to help you.

**Important Instructions:** The HIPAA Privacy Forms to access regarding your rights are at [www.childrensal.org/hipaa-privacy](http://www.childrensal.org/hipaa-privacy) or contact the COA HIPAA Privacy Officer for assistance.

**Get an electronic or paper copy of your child's medical record**

- You can ask to see or get an electronic or paper copy of your child's medical record and other health information COA has about your child. You can also ask to inspect your child's health information as COA can reasonably do so. You may also management portion of your child's health information via its online access portal through COA's Follow My Health platform. <https://childrensal.followmyhealth.com/>
- COA will provide a copy or a summary of your child's health information, usually within 30 days of your request. COA may charge a reasonable, cost-based fee.

**Ask COA to correct your child's medical record**

- You can ask COA to correct health information about your child's records that you think is incorrect or incomplete regarding your child's health information.
- COA may say "no" to your request, but COA will tell you why in writing within 60 days.

**Request confidential communications**

- You can ask COA to contact you in a specific way (for example, home or office phone) or to send mail to a different address.
- COA will say "yes" to all reasonable requests.

**Ask COA to limit or restrict what COA uses or shares**

- You can ask COA to not to use or share certain health information for treatment, payment, or COA operations. COA is not required to agree to your request, and COA may say "no" if the restriction would affect your child's care.
- If you pay for a service or health care item out-of-pocket in full, you can ask COA not to share that information for the purpose of payment or COA operations with your health insurer. You must notify the COA Privacy Officer prior to the treatment or service. You must tell COA (1) what information you want to restrict and (2) and to what health plan the restriction applies. COA will say "yes" unless a law requires us to share that information.

**Get a list of those with whom COA shared information**

- You can ask for a list (accounting) of the times COA shared your health information for six years prior to the date you ask, who COA shared it with, and why.
- COA will include all the disclosures except for those about treatment, payment, and health care operations, and certain other disclosures (such as any you asked COA to make). COA will provide one accounting a year for free but will charge a reasonable, cost-based fee if you ask for another one within 12 months.

**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. COA will provide you with a paper copy promptly. COA reserves the right to change this Notice and to make the new changes effective for all your child's health information we currently have and any we receive in the future. If the Notice changes, COA will post a copy of the revised Notice and it will also be available on COA's website- [www.ChildrensAL.org](http://www.ChildrensAL.org). The Notice is effective immediately and supersedes any prior Notice.

**Choose someone to act for you**

- If you have given a person a medical power of attorney for your child, or you have designated a person as a personal representative, then that person can exercise your rights and make choices about your child's health information.
- COA will make reasonable efforts to confirm the person has this authority and can act for you before COA takes any action.

**File a complaint if you feel your rights are violated**

- You can complain if you feel COA have violated your rights by contacting by contacting: COA HIPAA Privacy Officer, Kathleen Street, COA, 1600 7th Avenue South, Birmingham, AL 35233 email: [Kathleen.Street@ChildrensAL.org](mailto:Kathleen.Street@ChildrensAL.org) HIPAA email box: [HIPAA@Childrensal.org](mailto:HIPAA@Childrensal.org) phone: (205) 638-5959; fax (205) 638-2468 [www.childrensal.org/hipaa-privacy](http://www.childrensal.org/hipaa-privacy)
- 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/](http://www.hhs.gov/ocr/privacy/hipaa/complaints/).
- COA will not retaliate against you for filing a complaint.

## **For certain health information, you can tell COA your choices about what COA shares.**

If you have a clear preference for how COA's share your information in the situations described below, tell COA what to do. Any questions can be directed to the COA HIPAA Privacy Officer. for assistance.

### ***In these cases, you have both the right and choice to tell COA to:***

- Share your child's information with your family, close friends, or others involved in your care
- Share your child's information in a disaster relief situation
- Include your child's information in a hospital directory for inpatients unless you notify COA Patient Registration or COA Privacy Officer that you object. The hospital directory for inpatients releases your child's name, location in the hospital, general condition, or religious affiliation (shared to clergy). This information may be provided to people who ask for your child by name (including press/media). This will allow your family, friends, and clergy to visit, learn of your child's condition, and for deliveries to be made to your child.,

*If you are not able to tell us your preference, for example if you are unconscious, COA may go ahead and share your child's information if COA believes it is in your child's best interest by COA's use of professional judgement. COA may also share your information when needed to lessen a serious and imminent threat to health or safety.*

*In these cases, COA never shares your information unless you give us written permission:*

- Marketing purposes
- Sale of your information
- Most sharing of psychotherapy notes

*In the case of fundraising:*

- COA may contact you for fundraising efforts, but you can tell COA not to contact you again. You can tell the COA HIPAA Privacy Officer.

## **How does COA typically use or share your child's health information?**

COA typically uses or shares your child's health information in the following ways.

*Treat you*

COA can use your child's health information and share it with other professionals who are treating you.

**Example:** *COA will use and disclosure your child's health information by a nurse, physician, other member of your child's healthcare team or other healthcare providers (including school nurses) to determine the best course of treatment for your child.*

*These actions will enable your child's healthcare team to coordinate care, review the treatment your child has received, and how your child is responding.*

*Your child's health information may also be mailed, faxed, auto-faxed, sent by text and e-mailed to you and the healthcare team as appropriate.*

### ***Run our organization***

COA can use and share your health information to run COA's practice, improve your child's care, and contact you when necessary.

**Example:** *Run COA's practice: COA may use health information about your child to manage your child's treatment and services. COA may participate in a health information exchange to run COA's practice to facilitate the secure exchange of your child's health information. COA may use and disclose your child's health information to COA's business associates to enable them to perform the job we asked them to do. COA may disclose your child's health information on whiteboards/electronic boards to facilitate patient care which may be publicly visible in the patient care area.*

*Improve your child's care: COA may use and disclosure your child's health information while discussion with you possible treatment options, alternatives and health-related benefits for your child, including internal and community healthcare resources and programs.*

*Contact you when necessary: COA may use and disclose your child's health information to contact you for your child's appointment reminder or to follow-up after a visit (such as school excuses. This may be written, verbal, or electronic (such as email, text). COA may disclosure your child's health information on registration/sign-in sheets, by calling out to facilitate services in waiting rooms, and during the overhead paging process.*

### ***Bill for your services***

COA can use and share your health information to bill and get payment from health plans or other entities.

**Example:** COA gives information about your child's health insurance plan so it will pay for your services.

## How else can COA use or share your health information?

COA is allowed or required to share your child's information in other ways – usually in ways that contribute to the public good, such as public health and research. COA has to meet many conditions in the law before COA can share your information for these purposes. For more information see:

[www.hhs.gov/ocr/privacy/hipaa/understanding/consumers/index.html](http://www.hhs.gov/ocr/privacy/hipaa/understanding/consumers/index.html).

### **Help with public health and safety issues**

COA can share health information about your child for certain situations such as:

- Preventing disease
- US Food and Drug Administration or Centers for Disease Control and prevention
- Reporting adverse reactions to medications
- Reporting suspected abuse, neglect, or domestic violence
- Preventing or reducing a serious threat to anyone's health or safety

### **Do research**

COA can use or share your information for health research.

### **Comply with the laws**

COA will share information about you if state or federal laws require it, including with the US Department of Health and Human Services if it wants to see that COA is complying with federal privacy law.

### **Respond to organ and tissue donation requests**

COA can share health information about your child with organ procurement organizations.

### **Work with a medical examiner or funeral director**

COA can share health information with a coroner, medical examiner, or funeral director or otherwise by law when a patient dies. Protected health information of persons that have been deceased for more than fifty (50) years is not protected under HIPAA.

### **Address workers' compensation, law enforcement, and other government requests**

COA can use or share health information about your child:

- For workers' compensation claims
- 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

### **Respond to lawsuits and legal actions**

- If you have given a person a medical power of attorney for your child, or you have designated a person as a personal representative, then that person can exercise your rights and make choices about your child's health information.
- COA will make reasonable efforts to confirm the person has this authority and can act for you before COA takes any action

## Our Responsibilities?

- COA is required by law to maintain the privacy and security of your child's protected health information.
- Special privacy protections apply to HIV-related information, alcohol and substance abuse treatment information, mental health information, and genetic information. Unless necessary for continuity of care purposes, COA will only disclose this information as permitted by applicable state and federal laws. If your treatment involves this information, you may contact our Privacy Officer to ask about the special protections.
- COA will let you know promptly if a legally required notification of a breach occurs of you/your child's health information.
- COA must follow the duties and privacy practices described in this notice and give you a copy of it.
- COA will not use or share your information other than as described unless you tell COA in writing (revoke your authorization) and only to the extent COA has acted on it and legally allowed to do so.

## For more information see:

[www.hhs.gov/ocr/privacy/hipaa/understanding/consumers/noticepp.html](http://www.hhs.gov/ocr/privacy/hipaa/understanding/consumers/noticepp.html).

## Changes to the Terms of this Notice

COA can change the terms of this notice, and the changes will apply to all information COA has about you. The new notice will be available upon request, or by contacting the COA Privacy Officer, or on COA site.

## Other Instructions for Notice

- Effective Date of this Notice: **June 8, 2018**
- Any questions? Please contact Children's of Alabama HIPAA Privacy Officer, Kathleen Street, Children's of Alabama, 1600 7th Avenue South, Birmingham, AL 35233, phone: (205) 638-5959

ATTENTION: If you speak [insert language], language assistance services, free of charge, are available to you. Call 1-205-638-9191

### Español (Spanish):

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-205-638-9191.

### 繁體中文 (Chinese):

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-205-638-9191。

### 한국어 (Korean):

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-205-638-9191 번으로 전화해 주십시오.

### Tiếng Việt (Vietnamese):

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-205-638-9191.

### العربية (Arabic):

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-205-638-9191 (رقم

هاتف الصم والبكم.

### Deutsch (German):

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-205-638-9191.

### Français (French):

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-205-638-9191.

### ગુજરાતી (Gujarati):

સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે.  
ફોન કરો 1-205-638-9191.

**Tagalog (Tagalog – Filipino):**

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-205-638-9191.

**हिंदी (Hindi):**

ध्यान दें: यह आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। 1-205-638-9191

**ગુજરાતી (Gujarati)**

સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 1-205-638-9191.

**Русский (Russian):**

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-205-638-9191.

**Português (Portuguese):**

ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 1-205-638-9191.

**Türkçe (Turkish):**

DİKKAT: Eğer Türkçe konuşuyor iseniz, dil yardımı hizmetlerinden ücretsiz olarak yararlanabilirsiniz. 1-205-638-9191 irtibat numaralarını arayın.

**日本語 (Japanese):**

注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。1-205-638-9191まで、お電話にてご連絡ください。