How We May Use and Disclose Medical Information About Your Child

The following categories describe different ways we use and disclose medical information. For each category of uses and disclosures, we will explain what we mean and give some examples. Not every use or disclosure in a category will be listed. All of the ways we are permitted to use and disclose information will fall within one of the identified categories.

* For Treatment – We may disclose medical information about your child to doctors, nurses, technicians, residents, medical students or other personnel who are involved in taking care of your child. For example, a doctor treating your child for a broken leg may need to know if your child has diabetes since diabetes may slow the healing process. In addition, the doctor may need to tell the dietitian if your child has diabetes so we can arrange for appropriate meals. Different departments of the hospital, as well as the different entities, may also share medical information about your child in order to coordinate the different things your child needs, such as prescriptions, lab work, X-rays and follow-up care.

* For Payment – We may use and disclose medical information about your child so that the treatment and services your child receives may be billed to and payment may be collected from you, the Medicaid program, insurance company or a third party. For example, we may need to give your child’s health plan an information about a surgery your child received so the health plan will pay us or reimburse you for the surgery. We may tell your health plan about a treatment your child is going to receive to obtain prior approval or to determine whether your health plan will cover the treatment. We also may disclose medical information about your child to entities outside Children’s Hospital who may have been involved in your child’s ongoing medical care.

* Health Care Operations – We may use and disclose medical information about your child so that it is in your child’s best interest to allow a person to act on their behalf, as in the case of picking up a filled prescription or medical supplies. In addition, we may disclose medical information about your child to entities outside Children’s Hospital who may need this information to bill for services they provided your child.

* For Health Care Operations – We may use and disclose medical information about your child for Children’s Hospital operations. These uses and disclosures are necessary to operate the entity and promote quality care. For example, we may use medical information to review our treatment and services and to evaluate the performance of our staff. We may also combine medical information about many patients to decide what additional services we should offer, what services are not needed, and whether certain new treatments are effective. We may disclose information to doctors, nurses, technicians, medical students and other personnel for review and learning purposes. We may disclose medical information about your child to entities outside Children’s Hospital. We may also combine the medical information we have with medical information from other hospitals to compare how we are doing and see where we can make improvements in care and services. We may remove information that identifies your child from this set of medical information so that others may use it to study health care delivery without learning patient-specific information.

* As Required by Law – We will disclose medical information about your child when required to do so by federal, state or local law. For example, we are required to report all burns, gunshot wounds, closed head injuries, etc.

* Business Associates – We may disclose medical information to other persons or organizations, known as business associates, who provide services on our behalf under contract. For example, a copying service we use when making copies of your health record. When these services are contracted, we may disclose your health information to our business associate so that they can perform the job we’ve asked them to do and bill you or your third-party payer for services rendered. To protect your health information, however, we require the business associate to appropriately safeguard your information.

* Treatment Alternatives – We may use and disclose medical information to tell you or your child about other options or alternatives of interest.

* Health-related Benefits and Services – We may use and disclose medical information to tell you or your child about health-related benefits or services of interest.

* Whiteboards – We may disclose your child’s health information on whiteboards to facilitate patient care.

* Appointment Reminders – We may use and disclose medical information to contact you or your child as a reminder that your child has an appointment for treatment or medical care.

* Hospital Directory – We may include certain limited information in the hospital directory while your child is a patient. This information may include your child’s name and location in the hospital, unless you or your child object. The directory information may also be released to people who contact the hospital and ask for your child by name. This is so your child’s family, friends and clergy may visit your child in the hospital.

* Individuals Involved in Your Child’s Care or Payment for Your Child’s Care – We may release medical information about your child to a friend, family member or any other person identified by you as being involved in your child’s medical care or who is involved in the payment for your child’s care. We will only release this information if 1) you agree to the disclosure, 2) you are given the opportunity to object to such a disclosure and you do not, or 3) if, in our professional judgment, it would be common practice that it is in your child’s best interest to allow a person to act on their behalf, as in the case of picking up a filled prescription or medical supplies. In addition, we may disclose medical information about your child to an entity assisting in a disaster relief effort so that your family can be notified about your child’s condition, status and location.

* Registration and Waiting Areas – We may disclose your child’s health information on registration/sign-in sheets, in call outs to facilitate services in waiting rooms, and during the overhead paging process.

* Research – Under certain circumstances, we may use and disclose medical information about your child for research purposes. For example, a research project may involve comparing the health and recovery of all patients who received one medication to those who received another for the same condition. All research projects, however, are subject to a specific approval process which evaluates a proposed research project and its use of medical information, trying to balance the research needs with patients’ need for privacy of their medical information.

* Fund-raising Activities – We may use and disclose demographic information (names, addresses, phone numbers, dates of birth, gender, other contact information, age, insurance status, treating physician, outcome information, dates of service and department of service information) without your written authorization for fund-raising activities. We will only release this contact information and will not release any information about your child’s medical condition. If you do not want to be contacted for fund-raising efforts, you have the right to opt out of such communications.

* To Avert a Serious Threat to Health or Safety – We may disclose your child’s health information to prevent a serious threat to your child’s health and safety or the health and safety of the public or another person. Any disclosure would only be to someone able to help prevent the threat.

Understanding Your Child’s Health Record

Each time your child visits the hospital, physician or other health care provider, a record of your child’s visit is made. Typically, this record contains symptoms, examination and test results, diagnoses, treatment and a plan for future care or treatment. This information, often referred to as a health record or medical record, serves as:

* Basis for planning care and treatment.

* Means of communication among the many health professionals who contribute to your child’s care.

* Legal document describing the care received.

* Means by which you or your child or a third-party payer can verify that services billed were actually provided.

* Tool in educating health professionals.

* Source of information for public health officials charged with improving the health of the nation.

* Source of data for facility planning and marketing.

* Tool with which we can assess and continually work to improve the care we render and the outcomes we achieve.
Other Uses of Medical Information
Other uses and disclosures of medical information not described by this notice or the laws that apply to us will be made only with your authorization. Uses and disclosures that are not part of the medical information kept by or for a Children’s Hospital entity, we will offer you a copy of the practices notice effective for medical information you may request in writing to the Privacy Officer or with the Secretary of the Department of Health and Human Services. You will not be penalized or otherwise retaliated against for filing a complaint.

Complaints
If you believe your child’s privacy rights have been violated, you may file a complaint with the Children’s Hospital Privacy Officer or with the Secretary of the Department of Health and Human Services. You will not be penalized or otherwise retaliated against for filing a complaint.

Contacts
Children’s Hospital
Jonathan Brouk, Privacy Officer
200 Henry Clay Avenue
New Orleans, LA 70118
www.chnola.org
Phone: (504) 894-3195

Federal law makes provisions for health information to be released to an appropriate health oversight agency, public health authority or attorney, provided that a work force member or business associate believes in good faith that we have engaged in unlawful conduct or have otherwise violated professional standards and are potentially endangering one or more patients, workers or the public.

This notice is effective in its entirety as of September 14, 2003 and revised June 2016.