



IMPORTANT INFORMATION REGARDING YOUR PRIVACY

**THIS NOTICE DESCRIBES HOW MEDICAL INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION.
PLEASE REVIEW IT CAREFULLY.**

At Home Aides of Central New York, Inc. we know that your privacy is important to you. We respect your privacy when it comes to your health information. We are committed to protecting this information. Because you are a valued client of our services, we want you to know the steps we have taken to protect your privacy. This includes how we gather and use your health information.

When you decide to utilize health care services from Home Aides of Central New York, you agree to give us access to your health information. This allows us to design a plan of care that best meets your needs, to make appropriate suggestions regarding your care and to communicate with other health care providers involved in your care. This information assists us in delivering quality services.

QUESTIONS AND ANSWERS

1) How does Home Aides of Central New York gather your health information?

Most commonly, you or your representative communicates this information to our clinical or office staff. Health information may also be gathered through the observations of the health care worker assigned to care for you, from your physician and from other health care providers involved in your care.

2) How does Home Aides of Central New York use your health information?

Home Aides of Central New York uses your health information for your treatment, to obtain payment, and for the health care operations of our agency. This information assists us in providing quality home care, respite or Lifeline services that meet your health care and personal needs.

Home Aides of Central New York uses your health information to develop a plan of care and instruct the home health aides and other health care personnel in carrying out that plan. Home Aides of Central New York also uses your information to assist in the provision of respite services at local long-term care facilities, when you request that service. Home Aides of Central New York shares your health information with other organizations, such as Lifeline, to respond to your needs when you call for assistance.

Home Aides of Central New York uses your health information to request payment for your services from individuals, insurance carriers, governmental agencies and/or special grants we may receive that provide payment for your services.

Home Aides of Central New York uses your health information for the health care operations of our agency, including billing and payroll functions, quality assurance activities, and fund raising. Occasionally your information is used for training new employees in the skills they require to become a home care worker or to orient a volunteer who may call or visit you.

Your health information will not be used for purposes other than for your treatment, to seek payment for your services, or for the health care operations of Home Aides of Central New York without your written authorization.

3) Who has access to your personal health information?

Authorized employees and volunteers of Home Aides of Central New York have access to your health information to the extent they need it to carry out their job duties. For example, nursing staff have access in order to make appropriate suggestions and decisions regarding your care. Scheduling staff have access in order to assure that appropriate services are delivered as ordered and that the health care worker assigned to you is capable of meeting your needs. Home care workers assigned to your care have access to your information to the extent it is needed to carry out your plan of care. Billing staff have access in order to submit claims for payment for your home care services. Administrative staff have access for quality assurance, business planning and fund raising purposes. Trainees have access to your information to the extent they need it to learn the skills they need to become a home care worker. Volunteers have access to your information to the extent they need it to conduct friendly calling or visiting.

4) Can I request to have access to my protected health information restricted?

Yes, you may submit a written request to restrict the use and disclosure of your protected health information. Upon receipt of your request, Home Aides of Central New York will determine if it is reasonable to accommodate your request. If we do agree to your request, we will honor the requested restriction.

5) Do you have access to the health information held by Home Aides of Central New York?

Yes, you do. You may request to see and/or get a copy of your medical records held by Home Aides of Central New York. If you disagree with the information in your record, you may request that Home Aides of Central New York amend the record. You may also request to have an accounting of the disclosures of your protected health information that we have made.

6) How is my personal health information protected?

- Home Aides of Central New York is required by law to maintain the privacy of your protected health information and to provide you with notice of our legal duties and privacy practices with respect to your protected health information.
- We are required to abide by the terms of this notice.
- Our staff and volunteers are trained about our privacy policy upon hire and annually thereafter.
- The President of Home Aides of Central New York is assigned to assure that the privacy policy is followed at all times.
- The Vice President of Operations is assigned to receive all complaints regarding violations of the privacy policy.
- Computer systems utilize passwords to limit access to health information by authorized staff only.
- Medical records are stored in secured locations.

7) What should you do if you feel that your privacy has been violated by Home Aides of Central New York?

You have the right to file a complaint with the Vice President of Operations at Home Aides of Central New York. You may do so by calling (315) 476-4295 and asking for the Vice President of Operations. A thorough investigation will be conducted to determine if your privacy has in fact been violated and you will be informed of the results of this investigation. Home Aides of Central New York welcomes your feedback, and you will not be retaliated against for filing a complaint. You may also file a complaint with the Secretary of the U.S. Department of Health and Human Services.

8) Home Aides of Central New York reserves the right to amend the terms of this notice and to make any new notice provisions effective for all protected health information that we maintain. Home Aides of Central New York will send you a revised notice if the provisions of this notice are changed.

If you should have any questions or concerns about this privacy notice please contact:

**Vice President of Operations
Home Aides of Central New York, 723 James St., Syracuse, NY 13203
Phone: 315-476-4295
E-mail: info@eldercarecny.org**