



# Privacy Policy

## This Notice Describes How Your Medical Information May Be Used and How You Can Get Access to This Information

Brooke's House is committed to protecting the confidentiality of information about you as a patient. Protecting the confidentiality of your information, also known as protected health information (PHI), is specifically required by Federal law and regulations, including the Federal confidentiality provisions for alcohol and substance abuse records (42 U.S.C. § 290dd-2, 42 C.F.R. Part 2), the general Federal privacy and security law known as the Health Insurance Portability and Accountability Act (HIPAA) (42 U.S.C. § 1320d et seq., 45 C.F.R. Parts 160 and 164), and State privacy laws.

Brooke's House is required by law to provide you with this Notice of Privacy Practices and to abide by its terms. A violation of the applicable laws or regulations may be a crime. If you suspect a violation, you may file a report as set forth under "Brooke's House" below. We reserve the right to change the terms of our Notice of Privacy Practices at any time. Any new Notice of Privacy Practices will be effective for all PHI that we maintain at that time. We will make available a revised Notice of Privacy Practices by posting a copy on our website [www.brookeshouse.org](http://www.brookeshouse.org).

## How We May Use and Disclose Health Information About You

Listed below are examples of the uses and disclosures that Brooke's House may make of your protected health information. In several cases, we will get your consent for the use or disclosure of PHI. These examples are meant to describe types of uses and disclosures that may be made.

- Uses and Disclosures for Treatment, Payment and Health Care Operations for Treatment. Your PHI may be used and disclosed by

### **Mission Statement**

*To inspire and empower individuals suffering from the disease of substance use disorder by providing them a safe, stable, and emotionally supportive environment while in the early stages of recovery.*

your counselor, program staff and others outside of our program that are involved in your care for the purpose of providing, coordinating, or managing your health care treatment and any related services with your written authorization. This includes coordination or management of your health care with a third party, consultation with other health care providers or referral to another provider for health care treatment. For example, your protected health information may be provided to the state agency that referred you to our program to ensure that you are participating in treatment. In addition, we may disclose your protected health information from time-to-time to another physician or health care provider who, at the request of the program, becomes involved in your care. When applicable, we may disclose your PHI for treatment purposes without your authorization to third parties known as Business Associates (BA) (see description below).

- To Obtain Payment for Services Brooke's House will use and disclose your PHI to obtain payment for your health care services unless you request otherwise. Examples of payment-related activities are: reviewing services provided to you to determine medical necessity or undertaking utilization review activities. When applicable, we may disclose your PHI for payment purposes without your authorization to third parties known as Business Associates (BA's, see description below).
- For Healthcare Operations we may use your PHI, as needed, within Brooke's House in order to support the business activities of our program including, but not limited to, quality assessment activities, employee review activities, training of interns, licensing and conducting or arranging for other business activities.
- Disclosures to You we may contact you regarding programs and services offered by Brooke's House, such as alumni events.

## Uses and Disclosures That Do Not Require Your Authorization

- Pursuant to an Agreement with a Business Associate ("BA") we may enter into a contract with a third-party BA to provide services

### **Mission Statement**

*To inspire and empower individuals suffering from the disease of substance use disorder by providing them a safe, stable, and emotionally supportive environment while in the early stages of recovery.*

to Brooke's House. Examples of these services include laboratory analysis, or legal, medical, accounting, and professional services. The BA may access your PHI but only to fulfill the BA's function and may not re-disclose your PHI.

- As Required by Law we may use or disclose your PHI to the extent that the use or disclosure is required by law, is limited to the relevant requirements of the law, and is permitted under the privacy laws applicable to Brooke's House. In addition, we must make disclosures to the Secretary of the Department of Health and Human Services for the purpose of investigating or determining our compliance with applicable law if requested.
- For Audits and Investigations, we may disclose PHI to a health oversight agency for activities authorized by law, such as audits, investigations, and inspections. Oversight agencies seeking this information include public and private agencies and organizations that provide financial assistance to the program (such as third-party payers), regulatory agencies, and organizations performing utilization and quality control. If we disclose PHI to a health oversight agency, we will have an agreement in place that requires the agency to safeguard the privacy of your information.
- In Medical Emergencies we may use or disclose your protected health information in a medical emergency to medical personnel only.
- Suspicion of Child Abuse or Neglect we may disclose your PHI to a state or local agency that is authorized by law to receive reports of child abuse or neglect. However, the information we disclose is limited to only that information which is necessary to make the initial mandated report.
- For Deceased Patients we may disclose PHI regarding deceased patients for the purpose of determining the cause of death, in connection with laws requiring the collection of death or other vital statistics or permitting inquiry into the cause of death.
- Criminal Activity on Program Premises/Against Program Personnel we may disclose your PHI to law enforcement officials if you have committed a crime on any of Brooke's House premises or against program personnel.

**Mission Statement**

*To inspire and empower individuals suffering from the disease of substance use disorder by providing them a safe, stable, and emotionally supportive environment while in the early stages of recovery.*

- By Court Order we may disclose your PHI if the court issues an appropriate order and follows required procedures.
- Uses and Disclosures of PHI With your Written Authorization. Other uses and disclosures of your PHI will be made only with your written authorization. You may revoke an authorization at any time, for the exception of your emergency contact.

## Your Rights Regarding Your Protected Health Information

Your rights with respect to your protected health information are explained below. Any requests with respect to these rights must be in writing. A brief description of how you may exercise these rights is included.

- You have the right to inspect and copy your Protected Health Information. You may inspect and obtain a copy of your PHI that is contained in a designated record set for as long as we maintain the record. Your request must be in writing. We may charge you a reasonable cost-based fee for the copies. We can deny you access to your PHI in certain circumstances. In some of those cases, you will have a right to appeal the denial of access. Please contact our Compliance Officer if you have questions about access to your medical record.
- You may have the right to amend your Protected Health Information. You may request, in writing, that we amend your PHI that has been included in a designated record set. In certain cases, we may deny your request for an amendment. If we deny your request for amendment, you have the right to file a statement of disagreement with us. We may prepare a rebuttal to your statement and will provide you with a copy of it. Please contact the Compliance Officer if you have questions about amending your medical record. You have the right to receive an accounting of some types of Protected Health Information disclosures. You may request an accounting of disclosures for a period of up to six years, excluding disclosures made to you, made for treatment purposes or made as a result of your authorization. Please contact our

### **Mission Statement**

*To inspire and empower individuals suffering from the disease of substance use disorder by providing them a safe, stable, and emotionally supportive environment while in the early stages of recovery.*

Compliance Officer if you have questions about accounting of disclosures.

- You have a right to receive a paper copy of this notice. You have the right to obtain a copy of this notice from us. Any questions should be directed to our Compliance Officer.
- You have the right to request added restrictions on disclosures and uses of your Protected Health Information. You have the right to ask us not to use or disclose any part of your PHI for treatment, payment or health care operations or to family members involved in your care. Your request for restrictions must be in writing and we are not required to agree to such restrictions. Please contact our Compliance Officer if you would like to request restrictions on the disclosure of your PHI.
- You have a right to request confidential communications. You have the right to request to receive confidential communications from us by alternative means or at an alternative location. Normally we will communicate with you through the phone numbers, postal address, and/or email addresses you provide. We will accommodate any reasonable request to communicate with you by alternative means or at an alternative location, but we may condition this accommodation by asking you for information regarding how payment will be handled or specification of an alternative address or other method of contact. We will not ask you why you are making the request. Please contact the Compliance Officer if you would like to make this request.

## Discrimination is Against the Law

Brooke's House complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

Brooke's House does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

### **Mission Statement**

*To inspire and empower individuals suffering from the disease of substance use disorder by providing them a safe, stable, and emotionally supportive environment while in the early stages of recovery.*

## Brooke's House

If you need services, requiring aids for people with disabilities to communicate, such as a qualified sign language interpreter or those whose primary language is not English, please submit a request of contact to the Director of Corporate Compliance at [info@brookeshouse.org](mailto:info@brookeshouse.org) with the preferred communication option. Brooke's House will contact you with the appropriate form of communication.

If you believe that Brooke's House has failed to provide these services or discriminated in another way based on race, color, national origin, age, disability, or sex, you can file a grievance with:

Brooke's House  
Director of Corporate Compliance  
17670 Technology Boulevard  
Hagerstown, Maryland 21740  
240-267-2230

You can file a complaint or grievance in person, by mail, or via email. We will not retaliate against you for filing a complaint.

If you need help filing a complaint or grievance the Director of Corporate Compliance is available to help you.

If a client believes that Brooke's House has not adequately addressed their concerns, they may contact:

Maryland Department of Health and Mental Hygiene  
201 West Preston Street  
Baltimore, Maryland 21201  
410-767-6500

### **Mission Statement**

*To inspire and empower individuals suffering from the disease of substance use disorder by providing them a safe, stable, and emotionally supportive environment while in the early stages of recovery.*