

Guardian Angel Community Services Privacy Policy

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

Our Pledge and Legal Duty to Protect Confidential Information about You.

The privacy of your information is important to us. We are required by federal and state laws to protect the privacy of your information. We must give you notice of our legal duties and privacy practices concerning your information, including:

Guardian Angel Community Services must protect information that created or received about your past, present, or future services received or planned for through Guardian Angel Community Services.

Guardian Angel Community Services must protect information related to services provided to you, and, if applicable, payment you've provided.

Guardian Angel Community Services must notify you about how your information is protected and abide by confidentiality laws.

Guardian Angel Community Services must explain to you under which circumstances information can be shared with others.

Guardian Angel Community Services may disclose your information as described in the Client Rights and Responsibilities and Confidentiality procedures provided to you.

Guardian Angel Community Services abides by the terms of this Notice.

The Agency reserves the right to change the terms of this Notice and to make new Notice provisions effective for all the information that maintained. The Agency will post a revised Notice in the office areas, make copies available to you upon request and post the revised Notice on our website.

USES AND DISCLOSURES OF YOUR INFORMATION

There are a number of purposes for which it may be necessary for Guardian Angel Community Services to use or disclose your information.

For most of these purposes, the Agency is required to obtain your consent and authorization. In a limited number of circumstances, Guardian Angel Community Services is authorized by Law to disclose information without your consent or authorization.

The following is a description of these uses and disclosures.

Uses and Disclosures of Your Information

Service Planning and Collaboration to Meet Client Needs

We may request your consent to release information for the purpose of communicating and collaborating with other agencies for linkage and referral to additional resources to meet your needs.

Appointment Reminders and Other Contacts

We may use your information to contact you with reminders about your appointments, and alternative services you may want to consider.

Payment

Although most services provided by Guardian Angel Community Services are free of charge, some services have fees associated with them. We may use or disclose your information to bill and collect payment for the services provided to you. For example: A bill may be sent to you or a third party payer, with your authorization and consent to release information. The information on, or accompanying the bill, may include information that identifies you, as well as services provided to you.

Operations

We may utilize information internally to enhance functions. For example, we may share unidentifiable case information to help us train new staff and conduct quality improvement activities. Others, who are also bound by the laws of confidentiality within the Agency, who internally perform business functions, such as computer support, may view unidentifiable information.

Fundraising

As part of operations, we may use or disclose unidentifiable demographic information for reporting purposes and to increase community, state and federal support. Names and addresses will not be disclosed without consent.

Persons Involved in Your Care

Upon your request and with your consent the Agency may disclose information to an authorized family member, relative, significant other, close personal friend or any other person identified by you, regarding information relevant to that person's involvement in your care.

Uses and Disclosures Authorized by Law

Under the following circumstances we are authorized by Law to disclose your information without obtaining a consent or authorization from you:

Required by Law

We may disclose your information when such disclosure is required by federal, state or local laws.

Related to victims of abuse and neglect

We may disclose your information when reporting suspected child victims of abuse or neglect.

To avert a serious threat to health or safety

We may disclose your information if it is determined you are a danger to self and/or others. For example, this would be the case when disclosing information that will help prevent a serious threat to the health or safety of you or another person of the public.

Uses and Disclosures of Information that Require Your Authorization

Other uses and disclosures of your information not covered in this Notice will be made only with your written authorization. If you provide authorization to Guardian Angel Community Services, you may revoke it in writing at any time. Your revocation will not affect any uses or disclosures permitted by your authorization while it was in effect.

YOUR INDIVIDUAL RIGHTS

A. Right to Access and Copy Case Record Information

You have the right to access and receive a copy or a summary of the case record containing information that we maintain. We ask that your request be made in writing. We may charge a reasonable fee. There might be limited situations in which we may deny your request. Under these situations, we will respond to you in writing, stating why we cannot grant your request and describing your rights to request a review of our denial.

B. Right to Request an Amendment of Your Information

You have the right to request amendments to the information about you that we maintain. We ask that your request be made in writing and must explain, in as much detail as possible, your reason(s) for the amendment and, when appropriate, provide supporting documentation. Under limited circumstances we may deny your request. Request denials would occur when the Agency is authorized by the Law to release confidential information without consent of the client in cases where a **child is at risk for abuse/neglect, and circumstances where a client is determined to me a danger to self and/or others**. If we deny your request, we will respond to you in writing stating the reasons for the denial. You may file a grievance. You may also ask that any future disclosures of the information under dispute include your requested amendment and our denial to your request.

C. Right to Request Restrictions on Uses and Disclosures of Your Information

You have the right to request that we restrict our use or disclosure of your information. We ask that your request be made in writing.

D. Right to Request Confidential Communications

Periodically, we may contact you by phone or mail. You have the right to request that we communicate with you in a specific way or at a specific location. For example, you may request that we contact you at your work address or phone number. We ask that your request be made in writing. We will make efforts to accommodate reasonable requests.

E. Right to Request/Accounting of Disclosures of Information

You have the right to make an appointment to view your case record detailing authorized disclosures we have made of your information. We ask that your request be made in writing.

F. Right to Receive a Copy of This Notice

You have the right to request and receive a paper copy of this Notice at any time. Guardian Angel Community Services will make this Notice available in electronic form and post it in our web site.

QUESTIONS OR COMPLAINTS

If you would like additional information about our privacy practices or have questions or concerns, please contact our Human Resources Department at 815-729-0930 ext. 228.

If you are concerned that your privacy rights have been violated, you may file a complaint through our grievance procedure.

Guardian Angel Community Services supports your right to the privacy of your confidential information. We will not retaliate in any way if you choose to file a grievance.