
Privacy Practices

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.

Effective Date: April 14, 2003 and modifications as of September 22, 2013.

We respect client confidentiality and only release confidential information about you in accordance with Illinois and federal law. This notice describes our policies related to the use of the records of your care generated by Trilogy.

Privacy Contact. If you have any questions about this policy or your rights, contact Samantha Handley, 773-382-4051.

Use and Disclosure of Protected Health Information

In order to effectively provide your care, there are times when we will need to share your confidential information with others beyond Trilogy. The reasons we may need to share this information include:

Treatment: We may use or disclose treatment information about you to provide, coordinate or manage your care or any related services, including sharing information with others outside Trilogy that we are consulting with or referring you to.

Payment: With your written consent, information will be used to obtain payment for the treatment and services provided. This will include contacting your health insurance company for prior approval of planned treatment or for billing purposes. You have a right to restrict certain disclosures of your protected health information if you pay out of pocket in full for the services provided to you.

Healthcare Operations: We may use information about you to coordinate our business activities. This may include setting up your appointments, reviewing your care or training staff.

Information Disclosed Without Your Consent. Under Illinois and federal law, information about you may be disclosed without your consent in the following circumstances:

Emergencies: Sufficient information may be shared to address the emergency you are facing.

Follow-Up Appointments/Care: We may contact you to remind you of future appointments. We will leave appointment information on your voice mail or leave an email or text message unless you tell us not to.

As Required by Law: This would include situations where we have a subpoena, court order or are mandated to provide public health information, such as communicable diseases or suspected abuse and neglect such as child abuse, elder abuse or institutional abuse.

Coroners: We are required to disclose information about the circumstances of your death to a coroner who is investigating it.

Governmental Requirements: We may disclose information to a health oversight agency for activities authorized by law, such as audits, investigations inspections and licensure. We are also required to share information, if requested, with the U.S. Department of Health and Human Services to determine our compliance with federal laws related to health care and to Illinois state agencies that fund our services or for coordination of your care.

Criminal Activity or Danger to Others: If a crime is committed on our premises or against Trilogy staff or clients, we may share information with law enforcement to apprehend the criminal. We also have the right to involve law enforcement when we believe an immediate danger may occur to someone.

Fundraising/Marketing: As a not-for-profit provider of health care services we need assistance in raising money to carry out our mission. Although we try to ensure that clients are not solicited during our marketing campaigns, it is possible that you may receive an appeal letter if you have attended a marketing event or fundraising event. You will have the opportunity to opt out of receiving such communication. You may also opt out of our providing your contact information for any marketing that results in compensation to Trilogy.

Client Rights Under HIPAA

You have the following rights under Illinois and federal law:

Copy of Record: You are entitled to inspect the client record Trilogy has generated about you. We may charge you a reasonable fee for copying and mailing your record.

Release of Records: You may consent in writing to release any of your records to others, for any purpose you choose. This could include your family or other treatment providers. You may revoke this consent at any time, but only to the extent that no action has been taken in reliance on your prior authorization. Except as described in this Notice or as required by Illinois or Federal law, we cannot release your protected health information without your written consent.

Restriction on Record: You may ask us not to use or disclose part of the clinical information. This request must be in writing. Trilogy is not required to agree to your request if we believe it is in your best interest to permit use and disclosure of the information. The request should be given to the Privacy Contact.

Contacting You: You may request that we send information to another address or by alternative means. We will honor such a request as long as it is reasonable and we are assured it is correct. We have a right to verify that the payment information you are providing is correct. We also will be glad to provide you information by e-mail if you request it. If you wish us to communicate by email you are also entitled to a paper copy of this privacy notice.

Amending Record: If you believe that something in your record is incorrect or incomplete, you may request that we amend it. To do this, contact the Privacy Contact and ask for the *Request to Amend Health Information* form. In certain cases, we may deny your request. If we deny your request for an amendment, you have a right to file a statement that you disagree with us. We will then file our response. Your statement and our response will be added to your record.

Accounting for Disclosures: You may request an accounting of any disclosures we have made related to your confidential information, except for information we used for treatment, payment or health care operations purposes or that we shared with you or your family, or information that you gave us specific consent to release. It also excludes information we were required to release. To receive information regarding disclosure made for a specific time period no longer than six years and after April 14, 2003, please submit your request in writing to our Privacy Contact. We will notify you of the cost involved in preparing this list.

Notification of Breach. You have a right to be notified if there is a breach of your unsecured protected health information. This would include information that could lead to identity theft. You will be notified if there is a breach or a violation of the HIPAA Privacy Rule and there is an assessment that your protected information may be compromised.

Questions and Complaints: If you have any questions, or wish a copy of this Policy or have any complaints, you may contact our Privacy Contact in writing at our office for further information. You

may also complain to the Secretary of the U.S. Department of Health and Human Services if you believe Trilogy has violated your privacy rights. We will not retaliate against you for filing a complaint.

Changes in Policy: Trilogy reserves the right to change its Privacy Policy based on the needs of Trilogy and changes in state and federal law.