

# Privacy Policies and Procedures

Privacy Officer:  
Jill Bernstein, M.D.  
Medical Director, CREC  
111 Charter Oak Ave. Hartford, CT 06106  
Telephone: (860) 289-8131  
Fax: (860) 289-8380

The Capitol Region Educational Council (CREC) is committed to protecting the privacy and confidentiality of Protected Health Information (PHI). This Policy describes the patient's rights and certain obligations CREC has regarding our privacy practices and the use and disclosure of PHI. PHI is information about the patient including demographic information that may identify the patient and that relates to the patient's past, present or future physical or mental health or condition and related health care services.

## **USES AND DISCLOSURE OF PHI MADE WITHOUT PATIENT'S AUTHORIZATION**

The following describes different ways that CREC will use and disclose PHI without specific patient authorization.

### **Treatment**

CREC will use PHI to provide the patient with medical treatment or services and to coordinate and manage the patient's care and related services. PHI will be disclosed to hospitals, nursing facilities, doctors, nurses, technicians, medical students and other personnel who are involved in the patient's care. CREC will disclose information to people outside CREC who are involved in the patient's care, such as designated family members. CREC will also disclose PHI to providers or facilities that are involved in the patient's care after the patient leaves our office or our care. This would include, for example when the patient's physician consults with a specialist or the patient's primary care physician, regarding the patient's condition or coordinates services the patient may need, such as lab work or x-rays.

### **Payment**

CREC will use and disclose PHI for the purpose of billing and receiving payment for the treatment and services the patient receives. For billing and payment purposes CREC may disclose the patient's PHI to an insurance company, Medicare, Medicaid or any other third party payer. CREC may provide information about the patient's health plan before payment for health care services that are recommended for the patient in order to, for example, make a determination of eligibility or coverage (or insurance benefits, preauthorization for services. CREC may also disclose PHI for the purposes of assisting determinations about medical necessity or utilization review.

### **Health Care Operations**

CREC will use and disclose PHI in a number of different ways for the purposes of CREC'S operations and to ensure that all patients receive quality care. For example, CREC may use PHI to review treatment and services and to evaluate the performance of providers in caring for the patient. CREC may also disclose PHI to doctors, nurses, technicians, and medical students for review and learning purposes. PHI may also be disclosed for activities relating to protocol development, case management and care coordination, renewing qualifications of physicians and conducting or arranging for other business operations of our practice. CREC will disclose PHI by leaving messages on the patient's answering machine or at the patient's place of employment when the contact phone number or name is given as a method of reaching the patient. CREC will also call the patient by name when the patient is in our practice. CREC will disclose information to computer technology and support technicians in our office. If CREC shares office space with other healthcare providers, we may disclose PHI when we call the patient's name or store the patient's information at a shared location.

CREC's completed Privacy Policy is posted in the SBHC you may request this Policy by calling (289-8131 ext. 3432).