



## Privacy Practices Policy

### SUMMARY

The Privacy Practices Policy describes how Housing Forward may use and disclose Personal Health Information (PHI) in voluntary compliance with the law, including the Health Insurance Portability and Accountability Act (HIPAA), and regulations promulgated under HIPAA including the HIPAA Privacy and Security Rules.

#### **HOW HOUSING FORWARD MAY USE AND DISCLOSE CLIENT PHI**

Before you receive services from Housing Forward, we ask that you provide us with written consent to use and share your PHI for certain purposes. Among other purposes, Housing Forward requests your consent to use PHI for the purposes of coordinating care, treatment or healthcare, or as required for payment of Housing Forward's services.

**EXCEPTIONS TO RESTRICTIONS ON DISCLOSURE OF INFORMATION:** You may give verbal or written permission for Housing Forward to share your PHI, and in some circumstances Housing Forward may legally share your PHI without a formal authorization. Please see the HIPAA policy for full details. The list below includes common categories in which information may be shared without formal consent.

- Child Abuse or Neglect
- Judicial and Administrative Proceedings
- Deceased Clients
- Medical Emergencies
- Family Involvement in Care
- Health and Funder Oversight
- Law Enforcement
- National Security and Required by Law
- Public Health
- Public Safety
- Research (with resident authorization)

#### **CLIENT RIGHTS REGARDING THEIR OWN PHI**

Housing Forward clients have rights regarding their own PHI. To exercise any of these rights, a request must be submitted in writing to, the Housing Forward, 1851 S.9<sup>th</sup> Ave., Maywood, IL 60153

#### **FOR MORE INFORMATION, TO REPORT A PROBLEM OR FILE A COMPLAINT**

If you have questions and would like additional information, you may contact Housing Forward at the address and phone number listed below. If you believe your privacy rights have been violated, you may file a complaint with us. These complaints must be filed in writing to the Director of Operations & Client Services of Housing Forward at 1851 S. 9<sup>th</sup> Ave., Maywood, IL 60153. For further information, please call (708)338-1724.

You may also file a complaint with the Secretary of Health and Human Services by writing to 200 Independence Avenue S.W., Washington, D.C. 20201 or by calling (202) 619-0257. **Housing Forward is prohibited by law for retaliating against you for filing a complaint.**

*The effective date of this notice is August 1, 2019.*