



NOTICE OF MRMC/FLIGHT FOR LIFE'S 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.

USE AND DISCLOSURE OF HEALTH INFORMATION

Milwaukee Regional Medical Center/Flight For Life ("MRMC/Flight For Life") is required by law to maintain the privacy of your health information, to provide to you (or your representative) this Notice of its duties and privacy practices, and to notify you (or your representative) following a breach of your unsecured health information. MRMC/Flight For Life is required to abide by the terms of our Notice as may be amended from time to time. MRMC/Flight For Life reserves the right to change the terms of its Notice. Any revisions to our Notice will be effective for all health information that MRMC created or maintained in the past, and for any records MRMC/Flight For Life creates or maintains in the future. MRMC/Flight For Life will post our current Notice on our website, www.flightforlife.org.

THE FOLLOWING IS A SUMMARY OF THE CIRCUMSTANCES UNDER WHICH AND THE PURPOSES FOR WHICH MRMC/FLIGHT FOR LIFE MAY USE OR DISCLOSE YOUR HEALTH INFORMATION:

To Provide Treatment. MRMC/Flight For Life may use your health information to treat you and coordinate your care. For example, physicians involved in your care may use information about your symptoms in order to prescribe appropriate medications. MRMC/Flight For Life may also disclose your health information to individuals outside of MRMC/Flight For Life involved in your care including family members, pharmacists, and suppliers of medical equipment or other health care professionals.

To Obtain Payment. MRMC/Flight For Life may use your health information to bill or collect payment for services or items you receive from MRMC/Flight For Life. For example, MRMC/Flight For Life may be required by your health insurer to provide information regarding your health care status so that the insurer will reimburse you or MRMC/Flight For Life. MRMC/Flight For Life may also need to obtain prior approval from your insurer and may need to explain to the insurer your need for health care and the services that will be provided to you.

To Conduct Health Care Operations. MRMC/Flight For Life may use or disclose your health information for our own operations in order to facilitate the function of MRMC/Flight For Life and as necessary to provide quality care to all of MRMC/Flight For Life's patients. For example, MRMC/Flight For Life may use your health information to evaluate our staff performance, combine your health information with that of other MRMC/Flight For Life patients in evaluating how to more effectively serve all of MRMC/Flight For Life's patients, disclose your health information to MRMC/Flight For Life staff and contracted personnel for training purposes, or use your health information to contact you or your family as part of general community information mailings. MRMC/Flight For Life may also disclose your health information to a health oversight agency performing activities authorized by law, such as investigations or audits. These agencies include governmental agencies that oversee the health care system, government benefit programs, and organizations subject to government regulation and civil rights laws. In addition, MRMC/Flight For Life may disclose your health information to another health care provider subject to Federal privacy protection laws, as long as the provider has or has had a relationship with you and the information is for that provider's health care operations.

For Fundraising Activities. In support of our charitable mission, MRMC/Flight For Life may use information about you (e.g., demographic information, dates of health care provided, department of service information, treating physician, outcome information and health insurance status) in order to contact you or your family to raise money for MRMC/Flight For Life. MRMC/Flight For Life may also disclose this information to an organizationally-related foundation for the same purpose. You may choose to "opt-out" of receiving these communications by notifying the **Flight For Life Executive Director at 414-778-5427** that you do not wish to be contacted. You may also "opt-out" of receiving fundraising communications by sending an e-mail to info@mrmcfl.org.

Release of Information to Family/Friends. Unless you specifically request in writing that MRMC/Flight For Life not communicate with such person(s), MRMC/Flight For Life may release your health information to a family member or friend who is involved in your treatment or who is helping pay for your care.

Business Associates. MRMC/Flight For Life may disclose your health information to our business associates that perform functions on our behalf or provide us with services if the information is necessary for them to provide such functions or services. MRMC/Flight For Life requires our business associates to agree in writing to protect the privacy of your health information and to use and disclose your health information only as specified in that written agreement.

Health Information Exchanges. MRMC/Flight For Life participates in an arrangement of health care organizations that have agreed to work with each other to facilitate access to health information that may be relevant to your care. For example, if you are admitted on an emergency basis to a hospital that participates in the exchange and you cannot provide important information about your condition, the arrangement will allow the hospital to access the health information MRMC/Flight For Life maintains about you to treat you at the hospital.

THE FOLLOWING IS A SUMMARY OF THE OTHER CIRCUMSTANCES UNDER WHICH AND THE PURPOSES FOR WHICH MRMC/FLIGHT FOR LIFE MAY USE OR DISCLOSE YOUR HEALTH INFORMATION WITHOUT YOUR WRITTEN CONSENT OR AUTHORIZATION:

When Legally Required. MRMC/Flight For Life will disclose your health information to the extent that it is required to do so by any Federal, State or local law.

When There Are Risks to Public Health. MRMC/Flight For Life may disclose your health information for the following public activities and purposes:

- To prevent or control disease, injury or disability, report disease, injury, vital events such as birth or death, and the conduct of public health surveillance, investigations and interventions.
- To report adverse events, product defects, to track products or enable product recalls, repairs and replacements and to conduct post-marketing surveillance and compliance with requirements of the Food and Drug Administration.
- To notify a person who has been exposed to a communicable disease or who may be at risk of contracting or spreading a disease.
- To an employer about an individual who is a member of the workforce, as legally required.

To Report Abuse, Neglect or Domestic Violence. MRMC/Flight For Life is allowed to notify government authorities if MRMC/Flight For Life reasonably believes a patient is the victim of abuse, neglect or domestic violence. MRMC/Flight For Life will make this disclosure only when specifically required or authorized by law or when you authorize the disclosure.

To Conduct Health Oversight Activities. As permitted or required by State law, MRMC/Flight For Life may disclose your health information to a health oversight agency for activities such as audits, civil, administrative or criminal investigations, inspections, and licensure or disciplinary action. If you are the subject of a health oversight investigation, MRMC/Flight For Life may disclose your health information only if it is directly related to your receipt of health care or public benefits.

In Connection With Judicial and Administrative Proceedings. As permitted or required by State law, MRMC/Flight For Life may disclose your health information in the course of any judicial or administrative proceeding in response to an order of a court or administrative tribunal as expressly authorized by such order. Under certain conditions, MRMC/Flight For Life also may disclose your health information in response to a subpoena, discovery request or other lawful process.

For Law Enforcement Purposes. As permitted or required by State law, MRMC/Flight For Life may disclose your health information to a law enforcement official for certain law enforcement purposes, including, under certain limited circumstances, if you are a victim of a crime or in order to report a crime.

To Coroners and Medical Examiners. MRMC/Flight For Life may disclose your health information to coroners and medical examiners for purposes of determining cause of death or for other duties, as authorized by law.

To Funeral Directors. MRMC/Flight For Life may disclose your health information to funeral directors consistent with applicable law and if necessary, to carry out their duties with respect to your funeral arrangements. If necessary to carry out their duties, MRMC/Flight For Life may disclose your health information prior to, and in reasonable anticipation of, your death.

For Organ, Eye or Tissue Donation. MRMC/Flight For Life may use or disclose your health information to organ procurement organizations or other entities engaged in the procurement, banking or transplantation of organs, eyes or tissue for the purpose of facilitating the donation and transplantation.

For Research Purposes. MRMC/Flight For Life may, under very select circumstances, use your health information for research. Before MRMC/Flight For Life discloses any of your health information for such research purposes, the project will be subject to an extensive approval process.

In the Event of a Serious Threat to Health or Safety. MRMC/Flight For Life may, consistent with applicable law and ethical standards of conduct, disclose your health information if MRMC/Flight For Life, in good faith, believes that such disclosure is necessary to prevent or lessen a serious and imminent threat to your health or safety or to the health and safety of the public.

For Specified Government Functions. In certain circumstances, the Federal regulations authorize MRMC/Flight For Life to use or disclose your health information to facilitate specified government functions relating to the military and veterans, national security and intelligence activities, protective services for the President and others, medical suitability determinations and inmates and law enforcement custody.

For Worker's Compensation. MRMC/Flight For Life may release your health information for worker's compensation or similar programs.

AUTHORIZATION TO USE OR DISCLOSE HEALTH INFORMATION

Other than as stated above, MRMC/Flight For Life will not use or disclose your health information without your written authorization. Your authorization (or the authorization of your representative) is specifically required before MRMC/Flight For Life: (1) uses or discloses your psychotherapy notes; (2) uses your health information to make a marketing communication to you for which it receives financial remuneration from a third party, unless such communication is face-to-face or in other limited circumstances; or (3) discloses your health information in any manner that constitutes the sale of such information under the Health Insurance Portability and Accountability Act of 1996 ("HIPAA"). Also, some types of health information are particularly sensitive and the law, with limited exceptions, may require that MRMC/Flight For Life obtain your authorization to use or disclose that information. Sensitive information may include information dealing with genetics, HIV/AIDS, mental health, developmental disabilities, and alcohol and substance abuse. If required by law, MRMC/Flight For Life will ask that you (or your representative) sign an authorization before we use or disclose such information. If you (or your representative) authorize MRMC/Flight For Life to use or disclose your health information, you (or your representative) may revoke that authorization in writing at any time, except to the extent that it has already been acted upon.

YOUR RIGHTS WITH RESPECT TO YOUR HEALTH INFORMATION

You have the following rights regarding your health information that MRMC/Flight For Life maintains:

Right to Receive Confidential Communications. You (or your representative) have the right to request that MRMC/Flight For Life communicate with you about your health and related issues in a particular manner or in at a certain location. For example, you may ask that MRMC/Flight For Life only communicate with you about your health information privately with no other family members present. All requests for confidential communications must be made in writing using the appropriate MRMC/Flight For Life form. This form can be requested by contacting the **Flight For Life Executive Director at 414-778-5427**. Such requests shall specify the requested method of contact or the location where you wish to be contacted. MRMC/Flight For Life will accommodate reasonable requests. You (or your representative) do not need to give a reason for your request.

Right to Request Restrictions. You (or your representative) have the right to request restrictions on certain uses and disclosures of your health information. For example, you have the right to request a limit on MRMC/Flight For Life's disclosure of your health information to someone who is involved in your care or the payment of your care. All requests for restrictions must be made in writing using the appropriate MRMC/Flight For Life form. This form can be requested by contacting the **Flight For Life Executive Director at 414-778-5427**. MRMC/Flight For Life is not required to agree to your request; however, if we do agree, we are bound by that agreement except when otherwise required by law or in emergencies. Except as otherwise required by law, MRMC/Flight For Life must agree to a restriction if: (1) the disclosure is to a health plan for purposes of carrying out payment or health care operations (and not for purposes of carrying out treatment); and (2) the health information pertains solely to a health care item or service for which MRMC/Flight For Life has been paid out of pocket, in full, by you or someone else on your behalf (not the health plan). If you self-pay and request a restriction, it will apply only to those health records created on the date that you received the item or service for which you, or another person (other than the health plan) on your behalf, paid in full, and which document the item or service provided on such date.

Right to Inspect and Copy Your Health Information. You (or your representative) have the right to inspect and copy your health information, including billing records. All requests to inspect and copy records must be made in writing using the appropriate MRMC/Flight For Life form. This form can be requested by contacting the **Flight For Life Executive Director at 414-778-5427**. If you (or your representative) request a copy of your health information, MRMC/Flight For Life will provide you (or your representative) copies of your health information in the format you (or your representative) request unless we cannot practicably do so. MRMC/Flight For Life may charge a reasonable fee for any copying and assembling costs associated with your request. MRMC/Flight For Life may deny your request to inspect and/or copy your health information in certain limited circumstances. If MRMC/Flight For Life denies your request, you (or your representative) may request that we provide you with a review of our denial. Reviews will be conducted by a licensed health care professional who we have designated as a reviewing official, and who did not participate in the original decision to deny the request.

Right to Amend Your Health Information. If you (or your representative) believe your health information is incorrect or incomplete, you (or your representative) have the right to request that MRMC/Flight For Life amend your records. That request may be made so long as MRMC/Flight For Life still maintains your records, and must contain a reason for the amendment. All requests for amendments must be made in writing using the appropriate MRMC/Flight For Life form. This form can be requested by contacting the **Flight For Life Executive Director at 414-778-5427**. MRMC/Flight For Life may deny the request if it is not in writing or does not include a reason for the amendment. The request may also be denied if the requested amendment pertains to health information that was not created by MRMC/Flight For Life, if the records you are requesting to amend are not part of MRMC/Flight For Life's records, if the health information you wish to amend is not part of the health information that you (or your representative) are permitted to inspect and copy, or if, in the opinion of MRMC/Flight For Life, the records containing your health information are accurate and complete.

Right to an Accounting. You (or your representative) have the right to request an accounting of disclosures of your health information made by MRMC/Flight For Life for certain purposes, which may include disclosures required by law and disclosures for certain public health activities. All requests for an accounting of disclosures must be made in writing using the appropriate MRMC/Flight For Life form. This form can be requested by contacting the **Flight For Life Executive Director at 414-778-5427**. The request should specify the time period for the accounting, which may not exceed six years. MRMC/Flight For Life will provide the first accounting you request during any 12-month period without charge. Subsequent accounting requests may be subject to a reasonable cost-based fee.

Right to a Paper Copy of this Notice. You (or your representative) have a right to receive a separate paper copy of this Notice at any time even if you (or your representative) have received this Notice previously. To obtain a separate paper copy, please contact the **Flight For Life Executive Director at 414-778-5427**. A copy of our current Notice may also be obtained on our website, www.flightforlife.org.

Right to Breach Notification. You (or your representative) have a right to be notified of any breach of your unsecured health information. Notification of a breach may be delayed or not provided if so required by a law enforcement official. If you are deceased and there is a breach of your health information, the notice will be provided to your next of kin or personal representative if MRMC/Flight For Life knows the identity and address of such individual.

CONTACT PERSON FOR QUESTIONS

MRMC/Flight For Life has designated the Flight For Life Executive Director as its contact person for all issues regarding patient privacy and your rights under the Federal privacy standards. If you have any questions or concerns regarding this Notice or your privacy rights, you may contact the **Flight For Life Executive Director at MRMC/Flight For Life, 2661 Aviation Road, Waukesha, Wisconsin 53188, or at 414-778-5427**.

COMPLAINTS

You (or your representative) have the right to express complaints to MRMC/Flight For Life or to the Secretary of Health and Human Services if you (or your representative) believe that your privacy rights have been violated. All complaints to MRMC/Flight For Life should be made in writing to the **Flight For Life Executive Director at 2661 Aviation Road, Waukesha, Wisconsin 53188**. MRMC/Flight For Life encourages you to express any concerns you may have regarding the privacy of your health information. You will not be retaliated against in any way for expressing your concerns or filing a complaint.

EFFECTIVE DATE

This Notice is effective August 14, 2017.