

Emerald Development and Economic Network (EDEN)
Notice of Privacy Practices for Protected Health Information

Purpose:

This notice describes how protected health information about you may be used or disclosed and how you can get access to this information. Please review it carefully. This notice is effective April 14, 2003 (updated May 7, 2010).

EDEN uses and discloses information about you in conducting its housing related services. Both Federal and State laws govern how information is used and stored, what information is disclosed, and who gets this information. We will only disclose information about you that we are permitted to disclose. To receive payment and for administration of our housing related services, we may disclose information about you to the ADAMHS Board of Cuyahoga County, the Ohio Department of Mental Health, the Ohio Department of Alcohol and Drug Addiction Services, and the Ohio Department of Job and Family Services. In addition, we may disclose information about you to audit, accreditation, licensing, and other agencies that are required to meet our professional and legal obligations.

All information will be kept confidential, consistent with state and federal laws. Name identifying information will be used only to obtain payment for services provided to you. Demographic information will be kept without your name attached. This information will not be available to other sources or used for other purposes. Billing information will only be kept for up to seven (7) years after you have received services, and only demographic information will be kept after that time.

We maintain an electronic database of health information, for billing, planning, and quality assurance purposes. Your information may be seen by those who install and service our computer equipment. All business associates who provide us with services that help us operate are notified that information they see must be protected, and not disclosed.

In some circumstances, we may disclose information about you, without your authorization. For example, we are sometimes required to disclose information to authorized public health authorities for the prevention or control of disease, injury, or disability. We may disclose information to a government office authorized by law to receive reports of suspected child abuse or neglect. If we believe that you may be a victim of abuse, neglect, or domestic violence, we may disclose information about you to a government authority, social service agency, or protective service agency authorized by law to receive reports of this kind. We may disclose information if we believe that disclosure is necessary to prevent serious harm to yourself or others. We may disclose information in response to a court order, subpoena, law enforcement official's request, coroner's request, or other lawful process.

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We may make telephone calls or send letters to you. Please tell us if you wish to receive communications from us through another means, or at another location. We will accommodate reasonable requests.

You have the right to request that we restrict how protected health information is used or disclosed. We are not required to agree to these restrictions. If we agree to a restriction that you have requested, we will provide you with a written description of the restriction, and that restriction will be binding on us.

You have the right to inspect and copy certain health information, to request that we amend health information about you that you believe is inaccurate or incomplete, and to receive an accounting of certain disclosures of your health information. To exercise these rights, contact the Tenant's Rights Officer, as described below.

All other uses and disclosures of health information about you will be made only with your written authorization. We maintain the privacy of protected health information as required by Federal and State laws. We reserve the right to change the terms of this notice, and to make the new notice provisions effective for all protected health information we maintain. If we change this notice, a revised notice will be available to you by coming to this office.

If you believe your privacy rights have been violated, you should contact Leslie Quilty, Tenant's Rights Officer, by calling 216-961-9690. She is available Monday – Friday, 8:30 a.m. to 4:30 p.m. You may also file a complaint in writing or electronically to the U.S. Department of Justice, Civil Rights Division, Office of the Assistant Attorney General, 950 Pennsylvania Avenue, N.W., Washington, D.C. 20530. Your complaint must be filed within 180 days of when you knew or should have known of the occurrence of the act or omission that is the subject of your complaint. You will not be retaliated against for filing a complaint.

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