

Notice of Privacy Practices

Your Information.

Your Rights.

Our Responsibilities.

THIS NOTICE DESCRIBES HOW MEDICAL INFORMATION ABOUT YOU (A PERSON RECEIVING SERVICES UNDER LIFEWORKS PROGRAMS) MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION.

Please review it carefully.

Your Rights	<p>You have the right to:</p> <ul style="list-style-type: none"> • Get a copy of your paper or electronic medical record • Request to amend your paper or electronic medical record • Request confidential communication • Ask us to limit the information we share • Get a list of those with whom we've shared your information • Get a copy of this privacy notice • Choose someone to act for you • File a complaint if you believe your privacy rights have been violated 	<p>See page 2-3 for more information on these rights and how to exercise them</p>
Your Choices	<p>You have some choices in the way that we use and share information as we:</p> <ul style="list-style-type: none"> • Tell family and friends about your condition • Provide disaster relief • Include you in a facility directory • Provide mental health care • Market our services and sell your information • Raise funds 	<p>See page 3-4 for more information on these choices and how to exercise them</p>
Lifeworks Uses and Disclosures	<p>We may use and share your information as we:</p> <ul style="list-style-type: none"> • Provide services to you • Arrange services for you • Run our organization • Bill for your services • Help with public health and safety issues • Conduct research 	<p>See pages 4-6 for more information on these uses and disclosures</p>

	<ul style="list-style-type: none"> • Comply with the law • Respond to organ and tissue donation requests • Work with a medical examiner or funeral director • Address workers' compensation, law enforcement, and other government requests • Respond to lawsuits and legal actions 	
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Your Rights	When it comes to your health information, you have certain rights. This section explains your rights and some of our responsibilities.	
Refuse to supply some or all information we request.	<ul style="list-style-type: none"> • You may refuse to supply some or all of the information we request, but if you refuse to provide necessary information, you may not qualify for services, or we may be unable to provide services to you. 	
Get an electronic or paper copy of your medical record	<ul style="list-style-type: none"> • You can ask to see or get an electronic or paper copy of your medical record and other health information we have about you by submitting a request to our compliance department by phone, email or postal mail: Compliance Department Lifeworks Services, Inc. 6636 Cedar Ave S, Suite 250 Richfield, MN 55423 651-454-2732 compliance@lifeworks.org • We will provide a copy or a summary of your health information, usually within 30 days of your request. We may charge a reasonable, cost-based fee, however, we will not charge a fee if you ask for a copy of your record to review your current care. 	
Ask us to correct your medical record	<ul style="list-style-type: none"> • You can request to amend health information about you that you think is incorrect or incomplete by submitting a written request to our Compliance Department at the address listed above. • We may say "no" to your request to amend, but we will tell you why in writing within 60 days. 	
Request confidential communications	<ul style="list-style-type: none"> • You can ask us to contact you in a specific way (for example, home or office phone) or to send mail to a different address. • We will say "yes" to all reasonable requests. 	
Ask us to limit what we use or share	<ul style="list-style-type: none"> • You can ask us not to use or share certain health information for treatment, payment, or our operations. We are not required to agree to your request, and we may say "no" if it would affect your care. • If you pay for a service or health care item out-of-pocket in full, you can ask us not to share that information for the purpose of payment or our operations with your health insurer. We will say "yes" unless a law requires us to share that information. 	

Get a list of those with whom we've shared information	<ul style="list-style-type: none"> You can ask for a list (accounting) of the times we have shared your health information for six years prior to the date you ask, who we shared it with, and why. We will include all the disclosures except for those about treatment, payment, health care operations, and certain other disclosures (such as any you asked us to make). We will provide one accounting a year for free but will charge a reasonable, cost-based fee if you ask for another one within 12 months.
Get a copy of this privacy notice	<ul style="list-style-type: none"> You can ask for a paper copy of this notice at any time, even if you have agreed to receive the notice electronically. We will provide you with a paper copy promptly.
Choose someone to act for you	<ul style="list-style-type: none"> If you have given someone medical power of attorney or if someone is your legal guardian, that person can exercise your rights and make choices about your health information. We will make sure the person has this authority and can act for you before we take any action
File a complaint if you feel your rights are violated	<ul style="list-style-type: none"> You can complain if you feel we have violated your rights by contacting the Lifeworks Compliance Department at the address and phone number listed above. You can file a complaint with the U.S. Department of Health and Human Services Office for Civil Rights by sending a letter to 200 Independence Avenue, S.W., Washington, D.C. 20201, calling 1-877-696-6775, or visiting http://www.hhs.gov/ocr/privacy/hipaa/complaints/. We will not retaliate against you for filing a complaint.
Limit parental access to your information	<ul style="list-style-type: none"> If you are a minor, under Minnesota Administrative Rules 1205.0500 you may have the right to request denial of parental access to your information under certain circumstances. We will respond to any such request in accordance with the provisions of that rule. If, however, you prevent parental access, we may be unable to provide services that require parental involvement.

Your Choices	<p>For certain health information, you can tell us your choices about what we share. If you have a clear preference for how we share your information in the situations described below, talk to us. Tell us what you want us to do, and we will follow your instructions to the extent possible, but following those instructions may reduce your access to or the timeliness of the service we provide.</p>
In these cases, you have both the right and choice to tell us whether we can:	<ul style="list-style-type: none"> Share information with your family, close friends, or others involved in your care Share information in a disaster relief situation <p><i>If you are not able to tell us your preference, for example if you are unconscious, we may share your information if we believe it is in your best interest. We may also share your information when needed to lessen a serious and imminent threat to health or safety.</i></p>

To receive services through audio or video telecommunication technology	<ul style="list-style-type: none"> • Lifeworks may ask if you wish to communicate using telecommunications technology (such as audio/and or video) as an alternative to in person meetings. This Notice applies to all communications technologies, including telephones, emails, text messages, chat platforms as well as audio and video conferencing. There are inherent risks associated with the use of these technologies, such as the potential for interception, unauthorized access, data breaches, and unintended sharing due to user or software errors. Lifeworks will employ reasonable safeguards at its end to minimize such risks. These safeguards may include, as applicable, the use of encryption, regular updating of software, secure login protocols, virtual waiting rooms, unique meeting links, password-protected access to meeting sessions, and the use of staff trained in data security protocols for virtual communication. Likewise, you are advised to take security precautions at your end of communications, such as joining any session in a private, quiet location, using a secure Internet connection (avoiding public Wi-Fi), ensuring that your devices are up-to-date and protected, and not sending protected or confidential information via text messages. Despite these security measures, there is always some potential privacy risk associated with the use of telecommunications technologies. You can tell us if you do not wish to receive services or communicate through these technologies. We will use reasonable effort to accommodate your request, but that may reduce your access to or the timeliness of the service or meeting.
In these cases, we <i>never</i> share your information unless you give written authorization:	<ul style="list-style-type: none"> • Marketing purposes • Sale of your information • Psychotherapy notes, unless ordered by a court.
In the case of fundraising:	<ul style="list-style-type: none"> • We may contact you for fundraising efforts, but you can tell us not to contact you again.

Lifeworks Uses and Disclosures	How do we typically use or share your health information? We typically use or share your health information in the following ways.	
Serve You	<ul style="list-style-type: none"> • We may use your health information to determine if you meet Lifeworks' admission criteria, and to provide services to you. 	<ul style="list-style-type: none"> • Example: <i>Your information is used to determine which service or support is suited to your needs and goals.</i>
Collaborate with Others Who Serve You	<ul style="list-style-type: none"> • We may use your health information to plan and coordinate transportation. • We may share your health information with service providers who are serving you. 	<ul style="list-style-type: none"> • Example: <i>Your address is provided to the transportation provider so you can receive rides to and from Lifeworks.</i>

Run our organization	<ul style="list-style-type: none"> • We may use and share your health information to run our business, improve your care, and contact you when necessary 	<ul style="list-style-type: none"> • Example: We use health information about you to conduct quality assessment and improvement activities
Obtain payment for your services	<ul style="list-style-type: none"> • We can use and share your health information to obtain payment from health plans or other entities 	<ul style="list-style-type: none"> • Example: We give information about you to your health insurance plan or to the State of Minnesota so it will pay for your services
Share with government agencies as appropriate	<ul style="list-style-type: none"> • We may share your information with governmental entities who fund and oversee the services we provide 	<ul style="list-style-type: none"> • Example: We give information about you to the Minnesota Department of Human Services

How else can we use or share your health information? We are allowed or required to share your information in other ways – usually in ways that contribute to the public good, such as public health and research. We have to meet many conditions in the law before we can share your information for these purposes. For more information see:

<http://www.hhs.gov/ocr/privacy/hipaa/understanding/consumers/index.html>

Help with public health and safety issues	<ul style="list-style-type: none"> • We can share health information about you for certain situations such as: <ul style="list-style-type: none"> ○ Preventing diseases ○ Reporting adverse reactions to medications ○ Reporting suspected abuse, neglect, or domestic violence ○ Preventing or reducing a serious threat to anyone's health or safety
Do research	<ul style="list-style-type: none"> • We can use or share your information for health research, but we will only share your information with an external researcher if you provide us your written consent to do so.
Comply with the law	<ul style="list-style-type: none"> • We will share information about you if state or federal laws require it, including with the U.S. Department of Health and Human Services and the Minnesota Department of Human Services if either wants to see that we're complying with federal or state privacy law.
Work with a medical examiner or funeral director	<ul style="list-style-type: none"> • We can share your health information with a coroner, medical examiner, or funeral director if and when you die.

Address workers' compensation, law enforcement, and other government requests:	<ul style="list-style-type: none">• We can use or share health information about you:<ul style="list-style-type: none">○ For workers' compensation claims○ For law enforcement purposes or with a law enforcement official○ With health oversight agencies for activities authorized by law○ For special government functions such as military, national security, and presidential protective services
Respond to lawsuits and legal actions	<ul style="list-style-type: none">• We can share health information about you in response to a court or administrative order, or in response to a subpoena

Our Responsibilities:

- We are required by law [including the federal Health Insurance Portability and Accountability Act, as amended by the Health Information Technology for Economic and Clinical Health Act (collectively called "HIPAA"), the Minnesota Government Data Practices Act (MGDPA), and other state and federal laws, rules, and regulations] to maintain the privacy and security of your protected health information.
- We will let you know promptly to the extent required by law at the address we have on file for you if a breach occurs that may have compromised the privacy or security of your information.
- We must follow the duties and privacy practices described in this notice and give you a copy of it.
- We will not use or share your information other than as described here unless you tell us we can in writing. If you tell us we can use or share your information in a certain way, you may change your mind at any time and we will not do it in the future. Let us know in writing if you change your mind.

For more information see: <http://www.hhs.gov/ocr/privacy/hipaa/understanding/consumers/index.html>

Changes to the Terms of this Notice:

We can change the terms of this notice, and the changes will apply to all information we have about you. The new notice will be available upon request, in our office, and on our web site.

This Notice of Privacy Practices applies to Lifeworks Services, Inc.

All references to "you" in this Notice refer to a Lifeworks client who receives services under a Lifeworks program (a "Participant"). A duly authorized legal representative of the Participant (such as a parent, guardian or person with power of attorney) will have authority to assert the rights, options and choices listed in this Notice on behalf of the Participant.