

Notice of Privacy Practices

Effective: April 14, 2003

NOTE: 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.

The Foundation for Senior Living has established an Organized Health Care Arrangement (OHCA). This OHCA includes the Foundation for Senior Living's affiliate corporations FSL Assisted Group Living, FSL Programs and FSL Home Improvements, and is referred to as FSL in this document. You are receiving this Notice of Privacy Practices because you are participating in services offered by one or more of these affiliate corporations.

We Are Committed to Protecting Medical Information about You

We understand that medical information about you and your health is private. We are committed to helping preserve that privacy.

FSL maintains your health information in one or more medical records. These records are the physical property of FSL. This notice tells you about ways we may use and disclose the medical information kept in those records. We also describe your rights and certain obligations we have regarding the use and disclosure of your medical information.

How FSL May Use or Disclose Your Health Information:

For Treatment. FSL may use your health information to provide you with health care treatment or services. For example, our staff such as a nurse, social worker, or other person providing health care services to you will record information in your record that is related to your treatment. This information is necessary for health care providers to determine what treatment you should receive. Health care providers will also record actions taken by them in the course of your treatment and note how you respond to the actions.

For Payment. FSL may use and disclose your health information to others for purposes of receiving payment for treatment and services that you receive. For example, a bill may be sent to you or a third-party payer, such as an insurance company or health plan. The information on the bill may contain information that identifies you, your diagnosis, and treatment or supplies used in the course of treatment.

For Health Care Operations. FSL may use and disclose health information about you for operational purposes. For example, your health information may be disclosed to members of the health care staff, quality improvement personnel, and others to:

- evaluate the performance of our staff;
- assess the quality of care and outcomes in your cases and similar cases;
- learn how to improve our services and facilities; and
- determine how to continually improve the quality and effectiveness of the health care we provide.

Appointments and Resources. FSL may use your information to provide appointment reminders or information about treatment alternatives or other resources and services available from the Foundation for Senior Living that may be of interest to you.

Fund Raising. FSL may use your name and other related information to contact you in an effort to raise funds for corporations of the Foundation for Senior Living. FSL will ***not*** give this information to external parties for their fundraising purposes.

Required by Law. FSL may use and disclose information about you as required by law. For example, FSL may disclose information for the following purposes:

- for judicial and administrative proceedings pursuant to legal authority;
- to report information related to victims of abuse, neglect or domestic violence; and
- to assist law enforcement officials in their law enforcement duties.

Public Health. Your health information may be used or disclosed for public health activities such as assisting public health authorities or other legal authorities to prevent or control disease, injury, or disability, or for other health oversight activities.

Decedents. Health information may be disclosed to funeral directors or coroners to enable them to carry out their lawful duties.

Organ/Tissue Donation. Your health information may be used or disclosed for cadaveric organ, eye or tissue donation purposes.

Research. FSL may use your health information for research purposes when a review board or privacy board that has reviewed the research proposal and established protocols to ensure the privacy of your health information has approved the research.

Health and Safety. Your health information may be disclosed to avert a serious threat to the health or safety of you or any other person pursuant to applicable law.

Military, Veterans and Public Officials. If you are a public official or a member of the Armed Forces, we may release medical information about you as required by military command authorities. We may also release medical information about foreign military personnel to the appropriate foreign military authority.

Workers' Compensation. Your health information may be used or disclosed in order to comply with laws and regulations related to Workers' Compensation.

Your Health Information Rights

You have the right to:

- request a restriction on certain uses and disclosures of your information as provided by 45 CFR §164.522, however, FSL is not required to agree to a requested restriction;
- obtain a paper copy of the Notice of Privacy Practices upon request;
- inspect and obtain a copy of your health record as provided for in 45 CFR §164.524;
- amend your health record as provided in 45 CFR §164.526;
- request communications of your health information by alternative means or at alternative locations;

((Your Health Information Rights, continued))

- revoke written authorizations signed by you that give permission to use or disclose health information for purposes other than those described in this notice, except to the extent that action has already been taken based on the signed authorization; and
- receive an accounting of disclosures made of your health information for purposes other than treatment, payment or operations, as provided by 45 CFR §164.528.

Obligations of FSL

FSL treats personal information securely confidentially. We agree to:

- maintain the privacy of protected health information;
- provide you with this notice of its legal duties and privacy practices with respect to your health information;
- abide by the terms of this notice;
- notify you if we are unable to agree to a requested restriction on how your information is used or disclosed;
- accommodate reasonable requests you may make to communicate health information by alternative means or at alternative locations; and
- obtain your written authorization to use or disclose your health information for reasons other than those listed above and permitted under law.

Revisions to This Notice

FSL reserves the right to change its privacy practices and to make the new provisions effective for all protected health information it maintains. Revised notices will be posted in FSL facilities and made available to you upon request. You may also obtain a copy on the Foundation for Senior Living website (www.fsl.org) or by contacting the FSL Privacy Officer at 602-285-1800.

Complaints, Questions or Additional Information Related to Privacy Practices

If you believe your privacy rights have been violated, you may complain to the FSL Privacy Officer and to the Department of Health and Human Services. You will not be retaliated against for filing a complaint.

Privacy Officer
The Foundation for Senior Living
1201 E. Thomas
Phoenix, AZ 85014
Telephone: 602-285-1800
Toll Free: 1-866-375-9779

The U.S. Department of Health and Human Services
Office of Civil Rights
200 Independence Avenue, S.W.
Washington, D.C. 20201
Telephone: 202-619-0257
Toll Free: 1-877-696-6775

If you have questions or would like additional information related to these privacy practices, you may contact the FSL Privacy Officer at 602-285-1800.