



HIPAA INFORMATION

Dental Hygiene/Attn: Clinic Receptionist
Health and Human Services Building
515 North Washington Square, Suite 107
Lansing, MI 48933

Reception Phone: (517) 483-1458 Program Office Phone: (517) 483-1457 FAX: (517) 483-9925

This Notice of Privacy Practices is being provided to you as required by the Health Insurance Portability and Accountability Act (HIPAA)

Background

This notice describes how medical and dental information about you may be used and disclosed and how you may obtain access to this information. Please review it carefully.

The Lansing Community College Dental Hygiene Clinic is required by law to maintain the privacy of your protected health information and to provide you with information that describes our privacy practices. Protected health information is any individually identifiable health information. The original Health Insurance Portability & Accountability Act of 1996 (HIPAA), coupled with the most recent Privacy and Security Rule of 2013, requires all health care records and other individually identifiable health information used or disclosed to us in any form, whether electronically, on paper, or orally, be kept confidential. This federal law gives you, the patient, significant new rights to understand and control how your health information is used. HIPAA provides penalties when personal health information is misused. As required by HIPAA, the LCC Privacy Practices must be made available to *you upon request*.

How HIPAA Impacts Your Care

You will need to show identification prior to any LCC dental hygiene student or employee, answering questions related to your records, or even appointment scheduling. Should you request dental or health information over the phone, you will be asked to provide some data (such as DOB, address, and last date of treatment) for us to be able to correctly identify the person asking for the information. As much as the LCC Clinic wishes to assist a family member of a patient, or friend, no information can be released without proper approval from the patient himself/herself.

The LCC Dental Hygiene Clinic is permitted to use and disclose your health care records for the purposes of treatment, payment, and health care operations for purposes required or permitted by federal, state, and local law.

Treatment means providing, coordinating, or managing health care and related services with other health care providers for treatment purposes. Examples of LCC Clinic treatment would include radiographs (x-rays), sealants, and teeth cleaning services. The LCC Dental Hygiene Clinic may disclose protected health information to other health care providers, such

as your primary care physician, a dentist, or to a pharmacy in order to fill your prescription, ONLY with your permission. As a patient, you will be required to complete an “Authorization for Release of Dental Information” form prior to ANY information being communicated to any other party.

Payment means such activities as obtaining reimbursement for services, confirming insurance coverage, billing or collection activities, and utilization review. However, the LCC Dental Hygiene Clinic does not handle dental insurance claims, thus no insurance carrier will be contacted on your behalf.

Health Care Operations include the business aspects of running the clinic such as conducting quality assurance activities, chart auditing, providing educational training programs for dental hygiene students, accreditation, and customer service checks. An example would be a review of patient charts to be sure they are complete and all services documented correctly. These types of health care operations will be shared internally with faculty who work with students for improving patient care, and not released to any other party. Several exceptions to this rule apply, one of which includes our accrediting agency, known as the American Dental Association, Commission on Dental Accreditation. They are an official “Business Associate” and are bound by the same confidentiality commitment as the Dental Hygiene Clinic. Secondly, any Independent Contractors working within the dental department, who are not employees of the college, have been HIPAA trained and have been entered into this notice of privacy policies. Additionally, our dental software providers are also “Business Associates” as they can obtain access to our records in the event of a maintenance or software problem necessitating repair.

Risk Management

Numerous safeguards have been put in place to maintain the confidentiality of your health information. These steps include but are not limited to: encryption of your electronic information, the non-use of portable storage devices by department personnel, maintenance of your paper records in a locked room within the clinic, anti-virus software, and windows updates. Tracking logs of signed “Release of Information” forms, signed by patients, are maintained and reviewed annually. Additionally, lists of designated areas of storing confidential information is monitored as well.

Lastly, students and LCC employees are regularly trained in methods to prevent any disclosure of your personal health information, as well as processes for managing risks. These include non-sharing of patient conversations with others (other than that information that is used for teaching purposes), no visible postings of patient names, and proper patient record use and storage at all times.

Your Rights Made Clear

You have certain rights with regard to your protected health information. You can exercise this right by presenting a written/ and/ or verbal request to the Dental Hygiene Clinic. These include:

- The right to request restrictions on certain uses and disclosures of protected health information, including those related to disclosures to family members, other relatives, close personal friends, or any other person identified by you. We must abide by it unless specifically requested by you, the patient.

- The right to request to receive confidential communications of protected health information from us by alternative means or at alternative locations. This may include email addresses as opposed to phone calls, etc.
- The right to access, inspect, and copy your protected health information.
(Note: There is no charge for the first set of radiographs to be copied for you). The fee for your second copy of Panorex or full mouth X-rays are \$35.00 and BWX (bitewings) are \$8.00. There is no additional fee for a copy of any other part of your record.) The Dental Hygiene Clinic must respond within 30 days to your request.
- The right to request an amendment to your protected health information. Your request must describe the records that you wish to amend and give the reason for your request. We may deny your request; if we do, we will explain our reasons for the denial and your options for appealing our decision. The Dental Hygiene Clinic must respond within 30 days to your request of the amendment.
- The right to receive an accounting of disclosures of protected health information outside of treatment, payment and health care operations (should any have been made).
- The right to obtain a paper copy of this notice from us upon request.
- The right to be informed of any “breach” of your personal health information and a follow-up notice to that breach. This would include any information that was shared which was not secured. We will notify you of this breach by mail (sent to the last address you have given us), or by e-mail (if you have authorized in writing that you prefer e-mail communications), or by phone (if authorized to do so). It is not anticipated that this would ever occur in the LCC Clinic, however processes are in effect for management of such issues by the Safety and Security HIPAA Officers. We will also report the breach to the Secretary of the U.S. Department of Health and Human Services and, where required by law, to media outlets.

Effective Dates and Authorization

This notice is effective February 28, 2014 and we are required to abide by the terms of the Notice of Privacy Practices currently in effect. We reserve the right to change the terms of our Notice of Privacy Practices and to make the new notice provisions effective for all protected health information that we maintain. Revisions to our Notice of Privacy Practices will be posted on the effective date in the reception area, and you may additionally request a written copy of the Revised Notices from our clinic. You may revoke authorization in writing and we are required to honor and abide by that written request, except to the extent that we have already taken actions relying on your authorization.

Contact Information

Please contact the HIPAA Privacy Officer if you have any questions or complaints regarding your Privacy Rights at: Betsy Burger, Dental Hygiene Program Director. The HIPAA Security Officer, Brittany Toman, Front Desk Patient Coordinator/ Non-Teaching Faculty, will address any issues related to software updates, backup of computer data, email and other contact information requested by you, the patient. These individuals may be reached at the dental hygiene program phone numbers listed on page one. You will not be penalized in any way or retaliated against for filing any complaint.

The LCC Dental Hygiene Clinic prides itself on professionalism. We will work to secure and maintain your confidentiality at all times. Thank-you for allowing us to be part of improving your oral health needs.