

# Privacy Practices – How Roswell Uses and Shares Your Health Information

We want you to know that Roswell Park takes protecting your privacy very seriously. **This notice describes how your health information may be used and shared and how you can access it. Please review it carefully.**

- Roswell Park will not use or share your health information except as described in this notice.
- “Health information” includes your demographic, clinical, and biological information that does, or could reasonably, identify your health condition or payment/financial information.
- When you register or are admitted, you will be asked to sign a paper that says you received a copy of the Privacy Notice.

## How can Roswell Park use or disclose my health information?

**We may use or disclose your health information for/to:**

- **Treatment:** Physicians, nurses, technicians, medical students, and departments (pharmacy, food service, lab, x-rays). that have a legitimate need in order to provide or coordinate your care.
- **Treatment Alternatives:** To contact you about treatment options and health related services.
- **Payment:** To confirm/manage insurance coverage, claims, and billing with your insurance company or government health payer (Medicare or Medicaid).
- **Healthcare Operations:** For administrative, financial, legal, and quality improvement activities.
- **Individuals Designated by You:** Family members, friends, or others that you have listed who are involved in your medical care or agree to be responsible for your medical bills. Unless you direct otherwise, we may tell your family/friends your general condition and that you are an inpatient.
- **Appointment Reminders:** To contact you electronically or by telephone or mail as a reminder that you have an appointment for treatment or medical care at Roswell Park.
- **Hospital Directory:** We may include your name and room number in the directory while you are an inpatient. Your religious affiliation may be given to a member of the clergy. ***You have the right to tell us not to use/disclose your health information in the directory or to not share information with clergy.***
- **Business Associates:** To business associates, individuals, or entities under contract that perform a function that needs your health information. **We maintain a written contract with each business associate that requires your information to protect your confidentiality.**

## Uses and disclosures required by law

We may disclose your health information to:

- **Regulatory Agencies:** For activities authorized by law such as licensure, certification, and audits.
- **Law Enforcement/Litigation:** As required by law or in response to a valid subpoena or court order.
- **Public Health Reporting/Disaster/Emergency Response:** To prevent or control disease, injury, or disability, or for disaster relief, as required by law.

- **Workers Compensation:** For a claim you have filed.
- **Military/Veterans:** As required by military command authorities.
- **Correctional facility/law enforcement officials:** If you are an inmate or in custody of law enforcement.
- **Coroners, Medical Examiners, Funeral Directors:** In case of death.
- **Health Oversight Activities:** For audits, inspections, licensure, certification, and disciplinary actions.

## Other uses and disclosures

### We may use/disclose your health information for:

- **Research:** Research at Roswell Park is overseen and reviewed by the Office of Research Subject Protection (“ORSP”) and the Institutional Review Board (“IRB”). The review makes sure the study complies with regulatory and research requirements to maintain research integrity and protect the rights and welfare of study participants. If you choose to participate in a research study, you may be asked to sign a consent that will explain what health information will/may be used. In other research activities, your health information may be used or disclosed to an outside researcher **after** your name and other identifying information have been removed.
- **Organ/Tissue Donation:** To organizations and other entities engaged in the procurement, banking, or transplantation of organs for the purpose of tissue donation and transplant.
- **Fundraising:** We may disclose certain information to the Roswell Park Alliance Foundation so that they can contact you for fundraising efforts. **If you do not want us to contact you for fundraising, write to the Senior Gift Processor, c/o Roswell Park Comprehensive Cancer Center, Elm and Carlton Streets, Buffalo, NY 14263, or call the Foundation at 716-845-4444.**
- **Healthcare Related Messages, Educational and Research Opportunities/Events:** To contact you with health-related messages such as screening reminders, and educational and supportive events and resources. You can opt out of these types of notices by clicking the *unsubscribe* link in the notice or by calling **1-800-Roswell (1-800-767-9355)**.

## Other uses/revocation of authorization

- **Any other uses and disclosures of your health information not described in this Notice will not be made without your written authorization.** De-identified (your name and other identifiers are removed) is not subject to this notice and may be used and disclosed by Roswell Park for any lawful purpose.
- **An authorization permitting Roswell Park to use or disclose your health information can be revoked by you at any time** by providing a written notice clearly identifying the written authorization that is being revoked. You must specify the portion or all of the authorization being revoked. Deliver the revocation to the Health Information Management Department at Roswell Park. Such revocations shall be effective two (2) business days after the revocation is received by that department.

## Your health information rights

- ✓ **Right to Confidential Communications:** You can tell us how/where you want to get confidential communications. For example, you may ask that we only contact you at work or by mail, or tell us not to contact you at a certain address or telephone number.
- ✓ **Right to Inspect and Copy** all or part of your medical record in any format you choose. New York State law permits us to recover the costs of making and providing this copy to you.
- ✓ **Right to an Accounting** of certain disclosures of your health information to third parties outside of Roswell Park as provided by 45 CFR §164.528.
- ✓ **Right to Receive Notification** if your health information is breached.
- ✓ **Right to Amend:** If you believe the health information we have about you is incorrect, you may ask us to amend it for as long as the information is kept in our records. You can get a written request form, and a copy of this policy, by contacting the Health Information and Medical Records Department at **716-845-5991**, or by contacting your Roswell Park attending physician. We may deny such an amendment under certain circumstances.
- ✓ **Right to Request Restrictions** on certain uses and disclosures of your health information under 45 CFR § 164.522. You have the right to restrict certain disclosures to a health plan when you pay in full for the healthcare item or service. Roswell Park may agree to honor your request but has the right to refuse for restrictions not required by law. Make the request in writing and we will respond in 10 business days.
- ✓ **Right to Receive Paper Copy of this Notice:** If you receive this notice electronically, you are also entitled to request a paper copy. For information in Braille, another language, or other available formats, please call toll-free at **1-800-Roswell Park (1-800-767-9355)** or visit our website at [www.roswellpark.org](http://www.roswellpark.org).

## For more information or to report a problem

- If you have questions, need additional information, or wish to file a complaint, contact the Privacy Officer of Roswell Park at **716-845-7794**.
- If you believe your privacy rights have been violated, you may file a complaint with Roswell Park or with the Secretary of the Department of Health and Human Services.
- All complaints must be submitted in writing.
- Federal law and Roswell Park policy prohibit retaliation against a person for filing a complaint.
- **Changes to this Notice:** Roswell Park will abide by the terms of this notice currently in effect. We reserve the right to change or modify our privacy practices, provided such changes comply with applicable law, and that we provide an updated Notice of Privacy Practices.
- Roswell Park Comprehensive Cancer Center is required by federal and New York law to keep your health information private and provide you with this notice.
- Notice Effective Date: The effective date of the notice is May 1, 2023.

For a more information regarding this notice and your rights please see [Roswell Park's Notice of Privacy Practices Policy](#).