



NYU Langone Medical Center Notice of Privacy Practices

**THIS NOTICE DESCRIBES HOW MEDICAL INFORMATION ABOUT YOU MAY BE USED AND SHARED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION.
PLEASE REVIEW IT CAREFULLY.**

Who Follows the Privacy Practices in this Notice?

All employees, medical and dental staff, trainees, students, volunteers, and agents of NYU Langone Medical Center must follow these practices. This includes NYU Hospitals Center, the NYU School of Medicine, and our Faculty Group Practices.

Our Commitment to Your Privacy

NYU Langone Medical Center ("NYULMC") is committed to maintaining the privacy of your health information in all formats (electronic, paper or verbally). We keep your health information in a secure (safe) electronic health record. We will only use or disclose (share) your health information as described in this notice.

How We May Use and Share Your Health Information with Others?

We may use and share your health information for treatment, payment, and health care operation purposes.

- We may use and share your health information with other health care providers who are treating you or with a pharmacy that is filling your prescription;
- We may use and share your health information with your health insurance plan to get pre-approval for your treatment or to collect payment for health care services; or
- We may use and share your health information to run our business, to evaluate practitioner or provider performance, or to educate health care professionals.

We may share your health information with business associates who are helping us collect payment for services or other business operations. All of our business associates are required to protect the privacy and security of your health information.

We may use and share your health information to contact you about health-related benefits and services or to fundraise for the benefit of NYULMC. You have the right not to receive fundraising communications and should email developmentoffice@nyumc.org or call 212-404-3640 or 1-800-422-4483 (toll free).

We may also use and disclose your health information for the following reasons:

- For public health activities (for example, to report injuries, diseases, births and deaths to a public health official authorized to receive such information);
- For workers' compensation or similar programs that provide benefits for work-related injuries;
- To alert appropriate authorities about victims of abuse, neglect, or domestic violence; if we reasonably believe that you have been a victim of such abuse, neglect, or domestic violence, we will make every effort to get your permission before sharing this information. However, in some cases we may be required or authorized to act without your permission;
- For oversight by government or private agencies that review health care organization's practices to ensure safety and quality activities;
- For monitoring products which may need repair or are being recalled (for example, to satisfy FDA requirements);
- For research studies where health records are analyzed (when it cannot be done through the normal authorization procedures) and approved by our institutional privacy board. This is done through a special process that makes sure that the research may only be a small risk to your privacy and that researchers keep your information confidential and secure; for preparing for

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research, such as writing a research proposal or recruiting possible subjects; or, in the unfortunate event of your death, for research solely on information about people who have died;

- To create and disclose de-identified (does not have your name, SS#, etc.) health information or limited data sets that do not have direct identifiers about you;
- For judicial and administrative proceedings (for example, a court order);
- For law enforcement purposes (for example, to identify or find a suspect or missing person, or to report a crime that occurred on or off our property);
- To coroners, medical examiners, or funeral directors as necessary to do their jobs;
- To organizations that handle organ, eye or tissue donation, or transplantation;
- To avoid a serious threat to health or public safety;
- For specialized government functions;
- Incidental uses and disclosures (for example, if a patient or staff member overhears a discussion in our Emergency Department even when reasonable steps were taken to keep your information confidential); and
- As otherwise required or allowed by local, state or federal law.

If you give us permission, we may use or share your health information for:

- Our patient directory;
- Members of our Chaplaincy Services Department, such as a priest or a rabbi;
- To family or friends involved in your care;
- Payment for your care;
- A disaster relief agency for purposes of notifying your family or friends where you are and what your status is in an emergency situation.

Uses and disclosures of your health information that involve psychotherapy notes, marketing, payments from a third party, or any other use or disclosure not described in this notice or required by law will only be made with your written authorization (permission). You have the right to withdraw (take back) your authorization, except when we have already relied on it, by contacting our privacy official provided below.

Additional privacy protections may apply if we are using or sharing sensitive health information, such as HIV-related information, mental health information, alcohol or drug abuse treatment information and genetic information. For example, under New York State Law, confidential HIV-related information can only be shared with persons allowed to have it by law, or persons you have allowed to have it by signing a specific authorization form.

What Rights do you have About Your Health Information?

Although your health record is the property of NYULMC, you have the right to:

- Request restrictions on how we use or share your information for treatment, payment, and health care operations, and how we may share it with your family and friends. We are not required to agree to your request, except when you pay for services out-of-pocket, in full and request us not to share the health information with your health insurance plan.
- Request confidential communications of your health information.
- Review and copy health information in your medical and billing records upon written request. If you request an electronic or paper copy of your health information, one will be provided to you within 3 to 10 days of your request. You may be charged no more than .75¢ per page for paper copies. For electronic copies, we may also charge you a reasonable fee for using electronic media.



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- Request amendment (changes) to information in your medical and billing records. You must make your request to change, in writing and provide a reason for the request. We are not required to agree to your request, but will let you know in writing, and state a reason, when we do not agree. If we agree, your suggested amendment will be added to your record.
- Receive an accounting of disclosures. An “accounting of disclosures” is a report that identifies certain other people or organizations to which we have disclosed your health information without your authorization. (See the section on “We may also use and disclose your health information for the following reasons” for an explanation of who might be included.) You have a right to receive one accounting of disclosures every 12 months without charge; however, we may charge you for the cost of providing any additional accounting in the same 12-month period.
- Name a personal representative who may act on your behalf to control the privacy of your health information. Parents and guardians will generally have the right to control the privacy of health information of minors (children under 18 years old) unless the minors are permitted by law to act on their own behalf. There may also be exceptions to this per individual state law.
- Ask for and be given a paper copy of this notice.
- Request additional privacy protections with respect to your electronic medical record.

Requests must be made in writing to the privacy official or appropriate doctor’s office or hospital department. For more information or to get a designated request form, please contact the privacy official provided below.

What are Our Duties about Your Health Information and this Notice?

We are required by federal and state law to keep the privacy and security of health information that may tell your identity. If there is a breach of privacy that compromises your identifiable health information, we will notify you in writing or by email.

We are required to provide you with a copy of this notice and agree to the terms of this notice. We reserve the right to change the terms of this notice; the revised notice will be effective for all health information that we keep. We will post any revised notices on our public website at www.nyumc.org and in admitting or waiting room areas. You may also request a paper copy of the revised notice at the time of your next visit.

If you have any questions about this notice or believe your privacy rights have been violated, please contact us at:

Internal Audit, Compliance & Enterprise Risk Management
One Park Avenue, 3rd Floor, New York, NY 10016, Attention: Privacy Manager
212-263-8488 or 1-877-PHI-LOSS
compliance.help@nyumc.org

You may also contact the Secretary of the United States Department of Health and Human Services. We will not retaliate or take action against you for filing a complaint.

REQUEST FOR ACKNOWLEDGMENT

An acknowledgement form will be printed for you to sign during your registration process. By signing the Notice of Privacy Practices Acknowledgment Form, you are confirming that you have received a copy of this notice.

This notice is effective as of 05/23/2013.



Summary of Faculty Group Practice Financial Policies

Thank you for choosing NYU Langone Medical Center for your medical care. We appreciate that you have entrusted us with your health care and we are committed to providing you with the best patient care possible.

Because healthcare benefits and coverage options have become increasingly complex, we have developed this financial policy to help you better understand your responsibilities as a patient. We will do our best to assist you with understanding your proposed treatment and in answering questions related to submitting your insurance claim for reimbursement.

Your health insurance policy is a contract between you and your health insurance company or your employer. Please note it is your responsibility to know if your insurance has specific rules or regulations, such as the need for referrals, pre-certifications, pre-authorizations, limits on outpatient charges, and any requirements for specific physicians, labs and/or hospitals to use. You should be knowledgeable of any deductibles, copayments, and/or coinsurance. This applies to all payors regardless of whether or not our physicians participate.

If you are uncertain about your current health insurance policy benefits you should contact your plan to learn the details about your benefits, out-of-pocket fees, and coverage limits.

PLEASE KEEP THESE POLICIES FOR FUTURE REFERENCE

Insurance Coverage

Please provide us with your current insurance plan information at the time of each visit and notify us of any changes. We will request a copy of your insurance card to copy or scan and keep on file for our records.

Please be aware of and provide any required referrals or authorizations in advance of the appointment or service. If you do not provide these before care is provided, you will be responsible for the cost of the care. When in doubt, contact your plan directly for clarification.

Our doctors belong to many insurance plans but participation differs by doctor. Before your appointment, please be sure your doctor is in-network and the services are covered under your plan. If your doctor is out-of-network, you will be billed for the costs of care. We will help you find out if you have out-of-network benefits and submit a claim to your plan on your behalf. Refer to our out-of-network policy below for more details.

Please let us know at any time if you do not want us to submit a claim to your plan.

Address Change

It is important that we have your correct address information on file. Please advise us anytime there is any change to your address, telephone or other contact information.

Co-payments/Co-insurances/Deductibles

You are expected to pay your co-payment and any co-insurance and/or deductible amounts, if known, at the time of service.

Other Bills

You may receive services at NYU Langone Medical Center such as anesthesia, radiology testing, pathology, or other services. These doctors provide vital services and are involved in your care even though they may not be present at the time and you may not see them face-to-face. There may be additional charges for these services.

In addition, you may receive in-patient or out-patient hospital care at NYU Langone Medical Center. If so, you will receive a hospital bill for those services. Hospital bills are separate from our doctor services. If you have questions, you may contact the hospital billing office at (800) 237-6977.



Payments

Payment is due at the time services are provided or upon receipt of a statement from our billing office. We accept payment in the form of cash, check, money order or credit card (*American Express, MasterCard, Visa and Discover*). Returned checks are subject to a fee of \$20.00. We do not accept traveler's checks.

As a service to our clients, we provide a courtesy [bill pay reminder] call and possibly other important calls that may be placed using a prerecorded message. By providing your cell phone number, you consent to receiving such calls at this number.

Non-Medical Fees

Additional fees may apply to the following:

- Returned Checks
- Copying of medical records
- Completion of disability or other forms

Missed Appointments

Generally, NYU FGP requires a 24 hour (1 business day) cancellation notice for most office visits. Procedures and surgeries may require 48 hours (2 business days) or more. Please note that weekends and holidays are not considered business days. If you miss your appointment, or do not cancel with the required notice, additional fees may apply:

- | | | | |
|-----------------------|------|----------------------|-----------------|
| • Office Visit: | \$50 | • New Patient Visit: | \$75 |
| • Second Office Visit | \$75 | • Procedure/Surgery | Per Dept Policy |

Out-of Network Providers

If the doctor is not in your insurance plan, the following apply:

- Full payment is due at the time of service for routine visits.
- Payment expected on the date of service may be an estimate of your total charges.
- You will be quoted an estimated fee before services/procedures are performed.
- A deposit is required prior to the date of service for elective surgeries and procedures.
- After your appointment, we will submit a claim to your plan for services performed.
- Even if you have out-of-network benefits, you are ultimately responsible for the full fee charged.
- Depending on your plan, payment may be sent to you. If you receive this payment, you must reimburse NYU Faculty Group Practice immediately.

Non-Covered Services

Medicare Patients. Medicare may not cover some services your doctor recommends. You will be informed ahead of time and given an Advanced Beneficiary Notice (ABN) to read and sign. The ABN will help you decide whether you want to receive services, knowing you are responsible for payment. You must read the ABN carefully.

Non-Medicare Patients. Any service not covered by your plan are your responsibility and must be paid in full at the time of service or upon receiving a bill.

Refunds

A refund is issued when an overpayment has been identified. If you feel a refund is due, please contact our billing office at (877) 648-2964.

Failure to Pay

If you do not pay your bill, your account may be sent to an outside collection agency. If your account is sent to a collection agency, you will need to contact them directly to settle your balances.

Policy and Fee Changes

These policies and fees are subject to change. We will do our best to keep you informed of any modifications.

We know medical care can become expensive. If you have concerns about your ability to pay, you can contact us for help in managing your account. If you have questions about these policies, feel free to ask any of our Managers for more details or call the billing office at the number listed on your billing statement.

NYULMC HIE, Care Everywhere and Healthix Fact Sheet

Details about patient information in the NYULMC HIE, Care Everywhere and Healthix and the consent process:

- 1. How Your Information Will be Used.** Your electronic health information will be used by the HIE Participants and Care Everywhere Providers only to:
- Provide you with medical treatment and related services.
 - Check whether you have health insurance and what it covers.
 - Evaluate and improve the quality of medical care provided to all patients.

Unless otherwise permitted by State and Federal law and if permitted by Healthix, your electronic health information shall be disclosed, accessed and used by NYULMC healthcare insurance plans only to:

- Provide Care Management Activities. These include assisting you in obtaining appropriate medical care, improving the quality of healthcare services provided to you, coordinating the provision of multiple health care services provided to you, or supporting you in following a plan of medical care.
- Provide Quality Improvement Activities. These include evaluating and improving the quality of medical care provided to you and all NYULMC patients and members.

NOTE: The choice you make in this Consent Form does NOT allow health insurers to have access to your information for the purpose of deciding whether to give you health insurance or pay your bills. You can make that choice in a separate Consent Form that health insurers must use.

- 2. What Types of Information About You Are Included.** If you give consent, the HIE Participants and Care Everywhere Providers may access ALL of your electronic health information available through the NYULMC HIE and all employees, agents and members of the medical staff of NYU Hospitals Center may access ALL of your electronic health information available through Healthix. This includes information created before and after the date of this Consent Form. Your health records may include a history of illnesses or injuries you have had (like diabetes or a broken bone), test results (like X-rays or blood tests), and lists of medicines you have taken. This information may relate to sensitive health conditions, including but not limited to:

• Alcohol or drug use problems	• Mental health conditions
• Birth control and abortion (family planning)	• HIV/AIDS
• Genetic (inherited) diseases or tests	• Sexually transmitted diseases

- 3. Where Health Information About You Comes From.** Information about you comes from places that have provided you with medical care or health insurance (“Information Sources”). These may include hospitals, physicians, pharmacies, clinical laboratories, health insurers, the Medicaid program, and other ehealth organizations that exchange health information electronically. A complete list of current HIE Information Sources is available from NYU Hospitals Center or your HIE Participant health care provider, as applicable. You can obtain an updated list of Information Sources at any time by checking the NYULMC HIE website <http://health-connect.med.nyu.edu/>. **You can contact the NYULMC HIE Privacy Officer by writing to: NYU Langone Medical Center, Privacy Officer, One Park Ave, 10th Floor, New York, NY 10016 or calling: 212-263-8488. A complete list of current Healthix Information Sources is available from Healthix and can be obtained at any time by checking the Healthix website at <http://www.healthix.org> or by calling Healthix at 877-695-4749.**

- 4. Who May Access Information About You, If You Give Consent.** Only these people may access information about you: doctors and other health care providers who serve on the medical staff of an approved HIE Participant or Care Everywhere Provider who are involved in your medical care; health care providers who are covering or on call for an approved HIE Participant or Care Everywhere Provider’s doctors; designated staff involved in quality improvement or care management activities; and staff members of an approved HIE Participant or Care Everywhere Provider who carry out activities permitted by this Consent Form as described above in paragraph one.

- 5. Penalties for Improper Access to or Use of Your Information.** There are penalties for inappropriate access to or use of your electronic health information. If at any time you suspect that someone who should not have seen or gotten access to information about you has done so, call one of the HIE Participants or Care Everywhere Providers you have approved to access your records; visit the NYULMC HIE website: <http://health-connect.med.nyu.edu/> or call the NYS Department of Health at 877-690-2211. If at any time you suspect that someone should not have seen or gotten access to information about you has done so through Healthix, call Healthix at: 877-695-4749; or visit Healthix’s website: <http://www.healthix.org>; or call the NYS Department of Health at 877-690-2211.

- 6. Re-disclosure of Information.** Any electronic health information about you may be re-disclosed by an HIE Participant or Care Everywhere Provider to others only to the extent permitted by state and federal laws and regulations. This is also true for health information about you that exists in a paper form. As stated in #2 above, if you give consent, ALL of your electronic health information, including sensitive health information will be available through the NYULMC HIE and Healthix. Some state and federal laws provide special protections for some kinds of sensitive health information, including related to: (i) your assessment, treatment or examination of a health condition by certain providers; (ii) HIV/AIDS; (iii) mental illness; (iv) mental retardation and developmental disabilities; (v) substance abuse; and (vi) predisposition genetic testing. Their special requirements must be followed whenever people receive these kinds of sensitive health information. The NYULMC HIE, Healthix and persons, including Care Everywhere Providers, who access this information through these health information exchanges must comply with these requirements.
- 7. Effective Period.** This Consent Form will remain in effect until the day you withdraw your consent or until such time the NYULMC HIE ceases operation, or until 50 years after your death, whichever is later.
- 8. Withdrawing Your Consent.** You can withdraw your consent at any time by signing a Withdrawal of Consent Form and giving it to NYU Hospitals Center or one of the other HIE Participants, as applicable. You can also change your consent choices by signing a new Consent Form at any time. You can get these forms on the NYULMC HIE website <http://health-connect.med.nyu.edu/>. Once completed please fax to 917-829-2085 or submit to your provider.
- Note: Organizations, including Care Everywhere Providers, that access your health information through the NYULMC HIE and/or Healthix while your consent is in effect may copy or include your information in their own medical records. Even if you later decide to withdraw your consent, they are not required to return it or remove it from their records.**
- 9. Refusing to Check a Box (make a choice).** Unless you check the "I DENY CONSENT" box, New York State law allows the people treating you in an emergency to get access to your medical records, including records that are available through the NYULMC HIE. If you do not make a choice, the records will not be shared except in an emergency as allowed by New York State Law.
- 10. Copy of Form.** You are entitled to get a copy of this Consent Form after you sign it.
- 11. Risks of Denying Consent.** If you deny consent for HIE Participants and Care Everywhere Providers to access your information through the NYULMC HIE and Healthix, your healthcare providers may not be able to access critical health information about you, obtained during a prior encounter, in a timely manner.

NYU Langone Medical Center
ELECTRONIC HEALTH INFORMATION SYSTEM FACT SHEET

What is the NYU Langone Medical Center Electronic Health Information System?

The Hospitals, the Faculty Group practices and many of the individual physicians, physician practices and other providers that make up the NYU Langone Medical Center community and who are directly involved in your care are able to create, access and share your health and pharmacy records electronically.

What are the advantages to having an electronic health record?

Paper health records may be stored in separate locations and would be otherwise unavailable to us when needed. It is also more difficult to combine into a paper record information about care provided to you by different hospitals, physicians, laboratories, etc.

The electronic health record lets us see your records faster and helps us to keep more complete records of your medical history. This includes information about your allergies, medications, test results, or other past records, including health insurance coverage and billing and payment for services you received.

An electronic health record also helps us to better coordinate care because NYU Langone Medical Center hospital and healthcare professionals may share information from your health records with one another and with other providers (such as physicians not on staff at NYU Langone Medical Center hospitals, other hospitals, nursing homes, home health agencies, and pharmacies) if: (i) the provider that receives the information is a provider with whom you have a treatment relationship, and/or (ii) the information will be used for treatment, payment, continuity and coordination of care, discharge planning, billing, improving quality and effectiveness and reducing the cost of care, reviewing the qualifications of or training healthcare professionals, or addressing fraud and abuse issues.

Therefore, having a more complete record of your care and the ready access to it helps us to provide better care.

You will be asked to give your consent for your providers to create, access, use and/or share your medical records in the NYU Langone Medical Center Health Information System. You are entitled to a copy of the signed consent form. If you give this consent, but later change your mind, you can *revoke* (take back) your permission by contacting the NYU Langone Medical Center's Privacy Manager or the practice manager in your physician's office.

Which healthcare providers may participate in the Electronic Health information System?

The following providers are currently part of the NYU Langone Medical Center community:

NYU Hospitals Center, including:	Physicians at NYU Faculty Group Practice Offices
<ul style="list-style-type: none">• Tisch Hospital• Rusk Institute• NYU Hospital for Joint Diseases• NYU Clinical Cancer Center• NYU Ambulatory Care Center• Center for Musculoskeletal Care	Physicians in Private Practices with privileges at NYU Hospitals Center
	Physicians at Other NYUHC Outpatient Centers

Other healthcare providers not listed above may join in the future as the NYU Langone Medical Center community grows.

A special message about sensitive information.

Certain state and federal laws have stricter rules about keeping certain types of health information confidential. This includes:

- Information from facilities licensed by the NYS Office of Mental Health.
- Information from federally assisted alcohol and drug abuse programs.
- Information about certain healthcare services to minors, including family planning and abortion services, testing for HIV and sexually transmitted diseases (STD's), and mental health and substance abuse treatment.
- Genetic test results.
- Information about diagnoses, lab results or medications for HIV or AIDS.

The NYU Langone Medical Center Electronic Health Information System will include any of the above types of sensitive information that are a part of your medical record. By giving consent you are agreeing to the creation of, access to, and use and sharing of your medical information, including health information related to your treatment for mental health, developmental disabilities, HIV/AIDS testing and services, genetic testing and counseling services, drug and alcohol abuse, abortion, family planning, or sexually transmitted diseases, even if (a) such information was obtained prior to the date of the visit on which I sign the consent form or (b) I am tested, diagnosed or treated for the conditions to which my restricted information relates for the first time during that visit or a later visit while the consent is in effect (“restricted information”).

Such access, use and sharing shall be by and between NYU Langone Medical Center hospitals and healthcare professionals for treatment, continuity and coordination of care, and billing for services provided.

Any NYU Langone Medical Center hospital and healthcare professionals may share your restricted information between and among one another and other providers if: (i) the provider that receives the information is a provider with whom you have a treatment relationship and (ii) the restricted information will be used for treatment, continuity and coordination of care, billing for services provided, or discharge planning.

Your restricted information may also be disclosed for “Health Care Operations” as described within the NYU Langone Medical Center hospitals’ Notice of Privacy Practices (such as reviewing and improving the quality, effectiveness and cost of care, reviewing the qualifications and training of healthcare professionals and addressing fraud and abuse issues.)

If you choose to have your private health insurance, Medicare, Medicaid, or other insurance or payment program pay for your treatment, any NYU Langone Medical Center hospital or healthcare professional may use and release your restricted information to the entity responsible for payment or their agent to obtain payment for the treatment and services provided to you by the NYU Langone Medical Center hospital or healthcare professional.

Is your health information kept private and confidential?

Yes. No one can guarantee that information in medical records will be totally free from access, use and disclosure other than in the ways you agree to in your consent. However, the Medical Center and every healthcare provider or staff member that shares or uses information through the NYU Langone Medical Center Health Information System must obey strict security and privacy rules that permit your health information to be used and shared only as more fully described in this Fact Sheet.

Penalties for Improper Access to or Use of Your Information.

There are penalties for inappropriate access or use of your electronic health information. If at any time you suspect that someone who should not have seen or gotten access to information about you has done so, call 212-404-4079, your doctor's office or the NYS Department of Health at 877-690-2211.

Where can I get more information?

For more information or to ask questions, please contact:

NYU Langone Medical Center Privacy Manager One Park Avenue New York, New York 10016 212-404-4079	Call your physician's office
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