



## NOTICE OF PRIVACY PRACTICES

A federal law took effect on April 14, 2003, called the Health Insurance Portability and Accountability Act (HIPAA) of 1996. One of the goals of this legislation is to set standards for the security and privacy of health information. Mothers' Milk Bank of North Texas (MMBNT) understands that medical information about clients is personal and we are committed to protecting this information. This notice describes how medical information about clients is our office may be used and disclosed, and how clients can get access to this information. We also describe client rights and certain obligations we have regarding the use and disclosure of medical information. Please review this carefully.

The HIPAA law of 1996 requires MMBNT to:

- Keep medical information that identifies clients private;
- Give clients notice of our legal duties and privacy practices with respect to medical information about them;
- Follow the terms of this notice.

Any protected health information (PHI; i.e. individual identifiable information such as names, date, phone/fax numbers, email addresses, demographic data) may be used in connection with our services to a client, payment of an account or healthcare operations. It is expected that any organization with which we share information is HIPAA compliant, therefore ensuring the security of client information.

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**These are the ways in which we keep PHI private:**

PHI is kept in individual locking files in our office. The office is unlocked during business hours when staff is present, but locked at all other times.

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Staff and volunteers who access files will be trained in issues of confidentiality and privacy.

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MMBNT-produced publications will not contain PHI.

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If someone requests information from a medical record for a legitimate reason, this will be documented in the client's file.

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Personnel trained in confidentiality and privacy issues access the electronic records only through the MMBNT's computers.

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**These are ways  
in which we may  
use or disclose  
medical  
information  
about a client:**

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Healthcare providers may request PHI in order to meet our needs. For instance, a prenatal care provider may request verification of a patient's birthdate before releasing results of their prenatal bloodwork to us. Or, a baby's pediatrician may request information on how milk has been supplied for the baby receiving donor milk.

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PHI may be discussed with health insurers to verify eligibility for benefits, obtain prior authorization, or to bill and receive payment for the treatment and services provided by MMBNT.

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Certifying, licensing and accrediting bodies may request information about our donors or recipients in order to verify our operation and compliance with standards.

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MMBNT staff may need to review PHI to contact clients in order to check on pumping progress, paperwork needs or to inquire how an infant is progressing on donor milk. If we try to contact a client and they are not available, we may leave a message with a family member or voicemail unless a client specifically asks us not to.

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We may display photos on our office bulletin board of donors or infants if they are sent to us by the donor or the infant's parent/legal guardian.

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We may provide PHI to our business associates so that they can perform certain functions or services on our behalf. These associates could include hospitals, blood and tissue laboratories or fundraising organizations.

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We will disclose PHI if required to do so by federal, state or local law.

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We may disclose PHI when necessary to prevent a serious threat to a client's health and safety or that of another person or the public.

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We may disclose PHI for public health activities. These activities may include the prevention or control of disease, reporting of donor milk recipients, or reporting laboratory test results.

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We may disclose PHI to researchers when their research has been approved by an institutional review board that has reviewed the research proposal and established protocols to ensure the privacy of a client's health.

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Inadvertent disclosures of information may happen as a result of people overhearing conversations in the MMBNT office. Every effort will be made to prevent this from happening.

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**Persons potentially inadvertently exposed to PHI include:**

Volunteers

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MMBNT staff or board members

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Milk donors

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Vendors

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Students working at MMBNT

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Donor milk recipients or their parents/guardians

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**Individual rights under this agreement:**

A client has the right to inspect or copy their record. To do this, please submit your request in writing to the MMBNT privacy officer.

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Amend the information contained in your record. Please send your request in writing to the privacy officer.

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Request an accounting of all disclosures of PHI. Please send requests to the privacy officer.

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Request restrictions of access to a client record. Please send your request in writing to the privacy officer.

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A client may also issue a complaint, without risk of retaliation, to the MMBNT privacy officer or to the U.S.

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Department of Health and Human Services.

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Privacy Officer:

Amy M. Vickers, MSN, RN, IBCLC

Clinical Coordinator

Mothers' Milk Bank of North Texas

Please keep this notice for your records. When you sign the Donor Consent Form, you acknowledge that you have received and understand this notice. Please call MMBNT with any further questions.