



Dear Patient and Family:

The Physicians and Staff of Children's Primary Care Medical Group (CPCMG) and Rady Children's Physician Management Services want to extend a warm thank you and welcome to you and your family.

In choosing our medical group, you will find that we are unique in our ability to offer you superior pediatric primary care services through over 140 providers practicing out of twenty-nine (29) office locations throughout the San Diego and Riverside counties. Our access to Rady Children's Hospital and its many affiliated pediatric specialists provide us with a unique opportunity to work together to improve the health status of the children we serve. We are committed to the delivery of quality health care and quality services for all our patients.

Look for us in your neighborhood and know that we are committed to working with you to make the best health care decisions for your family.

If we can be of further assistance, please contact the CPCMG office of your choice or visit our website at [www.CPCMG.net](http://www.CPCMG.net).

Thank you for choosing us for your children's health care needs.

Sincerely,

A handwritten signature in blue ink, appearing to read "Adam Breslow".

Adam Breslow, M.D., M.B.A.  
President & CEO  
Children's Primary Care Medical Group

A handwritten signature in blue ink, appearing to read "Reggie Roman".

Reggie Roman  
President & CEO  
Rady Children's Physician Management Services

## *Our Medical Home Commitment*

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Welcome and thank you for choosing Children's Primary Care Medical Group (CPCMG). We are committed to providing you with the best medical care based on your health needs.

It is our goal to form a partnership with you to restore you to good health when you are ill; to maintain your good health; and to promote physical and emotional well-being.

Your commitment to your patient-centered medical home clinic will provide you with an expanded care model. We will work with both you and your other health care providers to take care of you. You will have better access to our providers through new technologies to include the secure CPCMG patient Portal (MyChart).

As your primary care provider we will:

- Learn about you, your family, your life circumstances, and your health goals and preferences.
- Remember what we have learned about you every time you seek care, and suggest treatments that make sense to you.
- Take care of short term illness, long term chronic disease, and your all-around wellbeing.
- Inform you when vaccines and preventive screening tests are due.
- Connect you with other members of your care team (specialists, health educators, etc.) and coordinate your care with them as your health needs change.
- Be available to you after hours for your urgent needs.
- Notify you of test results in a timely manner
- Communicate clearly with you so you understand your condition (s) and all your options.
- Listen to your questions and encourage you to express your feelings. Your healthcare team members will respond promptly to you in a way you understand.
- Help make the best decisions regarding your care.
- Give you information about classes, support groups, or other services that can help you learn more about your condition and stay healthy.

We trust you, as our patient, to:

- Know that you are a full partner in your care.
- Understand your health condition, ask questions about your care, and tell us when you don't understand something.
- Learn about your condition (s) and what you can do to stay as healthy as possible.
- Follow the plan that we have all agreed is best for your health. Take Medications as prescribed.
- Keep scheduled appointments or call to reschedule or cancel as early as possible.
- Make us aware of all medications and supplements you are taking. Be sure to include prescription, over the counter, natural, and herbal medications along with any dietary supplements you may be taking.
- Let us know when you see other health care providers so we can help coordinate the best care for you.
- Call if you do not receive your test results within 4 days.
- Contact us after hours if your medical condition should not wait until the next day.
- If possible, contact us before going to the emergency room so someone from your team who knows your medical history can help arrange care for you. We have after-hour regional care locations to which you can be directed.
- Understand your health insurance coverage and contact CPCMG if you have questions about your bill.
- Bring your current health insurance card to each visit. Pay your share of any fees.
- Give us feedback to improve our care for you.

We look forward to working with you as your primary care team in your patient-centered medical home!

## **Patient Bill of Rights and Responsibilities**

The physicians and staff of Children's Primary Care Medical Group and Rady Children's Physician Management Services are committed to partnering with you in maintaining good health for your child.

### **For optimal care of your child, you have the *Right to*:**

- Receive appropriate, considerate and respectful care regardless of race, gender, disability, sexual orientation, cultural, economic or religious background.
- Select your physician and location as your child's Medical Home and understand the specific rights as a member of the Medical Home Team.
- Know the name and job title of your child's caregivers, as well as the care they will provide for your child.
- Receive language translation assistance, when necessary, if you speak a language other than English.
- Communicate with caregivers about your child's illness, treatment and prospects for recovery in a way that facilitates your understanding.
- Receive as much information as you may need in order to give or refuse consent for any proposed treatment. Except in emergencies, this includes alternate course of treatments or non-treatments, and risks involved with each.
- Participate actively in any decisions regarding your child's medical care. To the extent permitted by law, this includes the right to refuse treatment and to request a second opinion.
- Discuss the cost of your child's care, examine your child's medical bills and receive an explanation of charges.
- Discuss your child's medical record with a health care provider; request to access, inspect, copy or amend your child's medical record.
- Expect privacy concerning the medical care given your child, including case discussion, consultation, examination, and treatment. The reason for the presence of any individual will be made known to you.
- Receive a Notice of Privacy Practices that describes our privacy policies, an accounting of to whom we disclose your child's information, and restrictions regarding how we communicate disclosure of information.
- Reasonable continuity of care and advance notice of the time and location of appointments, as well as the identity of persons providing the care.
- Be advised of and refuse to participate in any research project involving your child.
- Have all the Patient Bill of Rights and Responsibilities apply to the person who may have legal authority to make decisions regarding medical care on behalf of your child.
- Voice questions or concerns about care or service by communicating with the appropriate provider or administrative staff. You may also place a quality of care concern by contacting our Patient Advocate Department at (858) 502-1197, the AAAHC at (847) 853-6060, or the Medical Board of California at (800) 633-2322.
- Change your provider by advising your physician's office or by contacting the Patient Advocate Department listed above or your insurance plan.
- Be informed of any plan to discontinue your child's care.
- Know that all physicians and staff will observe these patient rights.

### **We also believe that you and your child have the responsibility to:**

- Coordinate the majority of your child's health care through the Medical Home.
- Provide accurate and complete information about your child's health.
- Participate actively in decisions about health care for your child.
- Know your child's health care requirements following a visit with your child's physician.
- Express questions or concerns about care or service by communicating with the appropriate staff.
- Provide accurate and complete information about your family's health insurance.
- Be familiar with your health care benefits. Accept the financial responsibility (i.e., co-payments, co-insurance and deductibles) associated with services rendered.
- Be considerate of the other patients, families and staff. Respect Children's Primary Care Medical Group and Rady Children's Physician Management Services property and staff.
  - Please know that we have a zero-tolerance policy with regards to threatening behavior, abuse (physical, verbal, or written) or derogatory language with regards to a person's race, gender, disability, religion, culture, sexual orientation or economic background.



## New Patient Checklist

Thank you for choosing us for your pediatric care. As a reminder please bring the following items to your first appointment:

- Completed Forms
  - Record Release Form
- Patient's Insurance card or military I.D.
- Immunization card (Yellow card)
- Hospital Discharge Summary – only for our Newborn patients
- Any previous medical history that may help in the continued care of the patient



## When You Need to Contact Your Child's Pediatrician After-Hours . . .

When contacting your pediatrician after hours, each office, with the help of either a recorded message, or answering service, will provide instructions on how to obtain medical care for your child. Please follow the guidelines listed below to receive advice.

### **Guidelines:**

- If you think your child is having a life or limb threatening emergency, call 911 immediately.
- If not a life threatening emergency, please call your pediatrician's office telephone number for direction. Medication refills should be done by your child's pediatrician during regular business hours.
- Over-the-counter medications should be used according to the information on the label.
- Please make only one phone call to the office and wait for a reply. Calls are returned based upon medical urgency.
- For additional medical/health tips please visit the *Health Library* on our website at: [www.cpcmg.net](http://www.cpcmg.net).

### **If you are calling after-hours, be prepared to:**

- Provide your child's name, date of birth, phone number where you can be reached and the name of your child's pediatrician and your insurance information.
- If your child has a fever, please take their temperature before you call.
- If you have a medication question, please have the bottle available so the nurse can verify the medication and dosing information.
- The nurse will ask you several questions about your child's illness, please be ready to discuss the symptoms of concern to you.
- Have a paper and pencil available to write down instructions.

## **Children's Primary Extended Care (CPEC)**

Now providing after-hours pediatric care for sick visits by appointment in the East County, North Coastal, South Bay, Scripps Parkway and Southern Riverside regions.

### **East County**

844 Jackman St.  
El Cajon, CA 92020  
*Mon-Thurs (5:30pm – 8:30pm)*  
*Sundays (10:00am – 2:00pm)*

### **North Coastal**

11943 El Camino Real #210  
San Diego, CA 92130  
*Mon-Thurs (5:30pm – 8:30pm)*  
*Sundays (10:00am – 2:00pm)*

### **Scripps Parkway**

12036 Scripps Highlands Dr., #102  
San Diego, CA 92131  
*Mon-Thurs (5:30pm – 8:30pm)*  
*Sundays (10:00am – 2:00pm)*

### **South Bay**

769 Medical Center Court, #300  
Chula Vista, CA 91911  
*Mon-Thurs (5:30pm – 8:30pm)*  
*Sundays (10:00am – 2:00pm)*

### **Southern Riverside**

25170 Hancock Ave, #200  
Murrieta, CA 92562  
*Mon-Thurs (5:30pm – 8:30pm)*  
*Sundays (8:30am-12:00pm)*

### **Vista**

2067 West Vista Way, #180  
Vista, CA 92083  
*Mon-Thurs (5:30pm – 8:30pm)*  
*Sundays (10:00am – 2:00pm)*

**Place Patient Label Here**

**Record Release Form**  
**Authorization for Use or Disclosure of Health Information**

Completion of this document authorizes the disclosure and/or use of individually identifiable health information, as set forth below, consistent with California and Federal law concerning the privacy of such information. Failure to provide all information requested may invalidate this authorization.

**AUTHORIZATION:** I hereby authorize

**Children's Primary Care Medical Group**

3880 Murphy Canyon Rd., Suite 200

San Diego, CA 92123

Ph (858) 502-1125 Fax: (858) 573-0364 E:[cpcmghim@rchsd.org](mailto:cpcmghim@rchsd.org)

to furnish to (name and address of recipient)

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Phone #: \_\_\_\_\_ Fax #: \_\_\_\_\_

medical records and information pertaining to medical history, mental or physical condition, services rendered, or treatment for:

DOB: \_\_\_\_\_

(Print last name, first name)

**INFORMATION TO BE RELEASED:**  Immunization Records  Lab results  Office Visits

Growth Charts  Genetic results  Other \_\_\_\_\_

**TREATMENT DATE(s):** From: \_\_\_\_\_ To: \_\_\_\_\_

**PURPOSE:** This information supplied is to be used for the following:

Continued care  Personal  School  Legal Matter  Other \_\_\_\_\_

**DURATION:** This authorization shall become effective immediately and remain in effect for 12 months from the date signed.

**SIGNATURE:** \_\_\_\_\_ **TIME:** \_\_\_\_\_ **DATE:** \_\_\_\_\_

(Patient/Parent/or Legal Guardian)

Print name: \_\_\_\_\_ Relationship to Patient: \_\_\_\_\_

Witness: \_\_\_\_\_ Verified & Scanned ID \_\_\_\_\_ Page 1 of 2

I **UNDERSTAND** that I have the right to revoke this authorization of any time. My revocation must be in writing, signed by me or by my legal representative and delivered to Children’s Primary Care Medical Group.

My revocation will be effective upon receipt but will not be effective to the extent that the requester or others have acted in reliance upon this Authorization. I have a right to receive a copy of this authorization. I will not be required to sign this authorization as a condition to obtain treatment or payment or my eligibility for benefits.

California law prohibits the requester from making the further disclosure of health information unless the requester obtains another authorization from me or unless such disclosure is specifically required or permitted by law.

**Delivery Options:**

Release Records:  Flash drive  Paper (**Fees may apply if over 100 pages**)

Records to Be:  Mailed  Delivered via MyChart

Hold for Pickup at Site/Pick up location: \_\_\_\_\_

Picked up by: \_\_\_\_\_ Time \_\_\_\_\_ Date: \_\_\_\_\_

**\*To be completed upon pick up\***

**\*Special Authorization\***

I specifically authorize the release of (Check all that apply):

- |  |  |
|--|--|
| <input type="checkbox"/> HIV/AIDS testing      | <input type="checkbox"/> Psychological/psychiatric treatment |
| <input type="checkbox"/> Drug or alcohol abuse | <input type="checkbox"/> Reproductive health/STDs/STIs       |

I understand I am authorizing the release of sensitive/confidential information.

***\*Patients 12-17 years old must sign below to release confidential records\****

Sign

Time

Date





DT79610-A

PLACE PATIENT ID LABEL INSIDE BOX

**ACKNOWLEDGEMENT OF RECEIPT OF JOINT NOTICE OF PRIVACY PRACTICES**

We have a responsibility to:

- Maintain the privacy of an individual's medical information.
- Provide a Joint Notice of Privacy Practices which describes our privacy practices.
- Allow requests for restrictions on the use or disclosure of medical information and notify you if we are unable to accommodate a requested restriction.
- Accommodate reasonable requests to communicate with you at an alternate address or location.
- Facilitate your (or your child's) right to access and amend the medical record and obtain an accounting of certain disclosures of medical information.

We will not use or disclose your (or your child's) medical information without your authorization, except as described in our Joint Notice of Privacy Practices. In addition, we reserve the right to change our privacy practices and to make the new provisions effective for the medical information we maintain. If our privacy practices change, a revised notice will be available at the registration areas and on our websites.

Please acknowledge that you received our Joint Notice of Privacy Practices.

Signature of Patient or Legal Representative

Date

Patient's Name

Name of Legal Representative (if applicable and relationship to patient)

Please Check the Box that applies if unable to obtain a signature:

- Patient/Legal Representative received Joint Notice of Privacy Practices but refused to sign acknowledgement of receipt.
- Patient/Legal Representative unavailable to acknowledge receipt of Joint Notice of Privacy Practices.

Staff Signature

Date

"We" means and this acknowledgment applies to Rady Children's Hospital - San Diego (RCHSD), including Rady Children's Specialists of San Diego, A Medical Foundation (RCSSD), Helen M. Bernardy Center for Medically Fragile Children, Rady Children's Homecare, and satellite locations operated by RCHSD and RCSSD; Rady Children's Health Network (RCHN) providers including Children's Physicians Medical Group (CPMG) and Tier 1 Providers\*; Children's Specialists of San Diego, A Medical Group, Inc.; UCSD Pediatric Associates, including UCSD Developmental Behavioral Pediatrics; Physicians (Medical Staff), nurses and other personnel of these organizations.

\* Please visit the Rady Children's website at [www.rchsd.org/privacy](http://www.rchsd.org/privacy) for a list of RCHN Tier 1 Providers.  
79610 Revised 04/18

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**JOINT NOTICE OF PRIVACY PRACTICES**

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.

Effective: April 14, 2003

Revised: May 1, 2018

**THIS NOTICE APPLIES TO:**

- Rady Children's Hospital - San Diego (RCHSD), including:
  - Rady Children's Specialists of San Diego, A Medical Foundation (RCSSD)
  - Helen M. Bernardy Center for Medically Fragile Children
  - Rady Children's Homecare
  - Satellite locations operated by RCHSD and RCSSD
- Rady Children's Health Network (RCHN) Providers including Children's Physicians Medical Group (CPMG) and Tier 1 Providers\*
- Children's Specialists of San Diego, A Medical Group, Inc.
- UCSD Pediatric Associates, including UCSD Developmental Behavioral Pediatrics
- Physicians (Medical Staff), nurses and other personnel of these entities

**CONTACT INFORMATION:**

Rady Children's Hospital - San Diego  
Rady Children's Specialists of San Diego, A Medical Foundation  
Rady Children's Health Network  
Helen M. Bernardy Center & Rady Children's Homecare  
Privacy Officer: (858) 576-1700 ext. 222827  
Medical Records: (858) 966-5904  
Web Site: [www.rchsd.org](http://www.rchsd.org)

Children's Specialists of San Diego, A Medical Group, Inc.  
Privacy Officer: (858) 576-1700 ext. 222827  
Medical Records: (858) 966-5904  
Web Site: [www.childrengspecialists.com](http://www.childrengspecialists.com)

Children's Physicians Medical Group, Inc. and Tier 1 Providers\*  
Privacy Officer: (858) 502-1186  
Medical Records: (858) 966-5904  
Web site: [www.cpmgsandiego.com](http://www.cpmgsandiego.com)

UCSD Pediatric Associates and UCSD Developmental Behavioral Pediatrics  
Privacy Officer: (858) 502-1186  
Medical Records: (858) 636-4300  
Web Site: [www.health.ucsd.edu](http://www.health.ucsd.edu)

\* Please visit the Rady Children's website at [www.rchsd.org/privacy](http://www.rchsd.org/privacy) for a list of RCHN Tier 1 Providers.

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## **PURPOSE OF THIS NOTICE**

The providers participating in this notice (referred to as "we") are committed to protecting the privacy of medical information. This notice will tell you about the ways in which we may use and disclose medical information about you (if you are our patient) or your child (if your child is our patient), and describes your rights and our duties regarding the use and disclosure of medical information. This notice applies to all records of your care generated by any of the Rady Children's Hospital sites or medical groups listed on this notice.

We have a duty and responsibility to safeguard patient medical information. We are required by law to maintain the privacy of patient medical information and to give you this notice of our duties and our privacy practices. We must follow the terms of our current privacy notice.

If you are a parent or legal guardian receiving this notice, please understand that when we say "you" or "your" in this notice, we are referring to your or your child's medical information.

## **HOW WE MAY USE AND DISCLOSE PATIENT MEDICAL INFORMATION**

The following categories describe different ways that we may use and disclose patient medical information. For each category of uses and disclosures, we will explain what we mean and give at least one example of how we may use or disclose patient medical information. Not every use or disclosure will be listed. However, all ways that we are permitted to use and disclose patient medical information will fall within one of the categories.

**Disclosure at Your Request** - We may disclose patient medical information when requested by you. This disclosure at your request may require a written authorization by you.

**For Treatment** - We may use and disclose medical information to provide medical treatment and services. For example, we may disclose medical information to doctors, nurses, technicians, students, residents, other healthcare providers, other hospitals or home health agencies so they can provide care or coordinate continuing care.

**Community Wide Health Information Exchange** - We, along with other health care providers in the area, participate in a community wide health information exchange (HIE). An HIE is a community wide information system which allows medical information to be shared among physicians, hospitals and other health care providers to coordinate your care. Should you require treatment from a health care provider that participates in the HIE who does not have your medical records or health information, that health care provider can use the system

to gather your health information in order to treat you. For example, he or she may be able to get laboratory or other tests that have already been performed or find out about treatment(s) that you have already received. We will include your health information in this system. If you would prefer your information not be shared with the HIE (opt out) or have previously opted out of HIE participation and would like to share your information with the HIE (opt in), please notify the registration staff at the Rady Children's location where you obtain health care.

**For Payment** - We may use and disclose medical information so treatment and services received at or from our health care organizations may be billed and payment collected. For example, we may need to give medical information about surgery received at the Hospital so your health plan or insurer will pay us or reimburse you for the surgery. We also may tell your health plan about a treatment you will receive to obtain prior approval or to determine whether your health plan or insurer will cover the treatment.

**For Health Care Operations** - We use and disclose information to run our health care organizations and to make sure all of our patients receive quality care and comprehensive services. For example, we may use and disclose medical information for quality assurance activities such as post-discharge telephone calls to follow-up on a patient's health status; conducting training programs in which students, trainees, or practitioners learn under supervision to practice or improve their skills as health care providers; training of non-health care professionals; granting medical staff privileges to physicians and non-physician practitioners; administrative activities, including financial and business planning and development, accreditation, certification, licensing, arranging for medical review, legal services, auditing functions, or to obtain or maintain insurance; patient service activities, including investigation of complaints; health education; and providing you with information about new or enhanced opportunities for care and service; or to tell you about or recommend possible treatment options or alternatives that may be of interest to you. We may also use a limited amount of information about you to conduct patient satisfaction surveys.

**Among Participants** - We may also share information with each other, as necessary to carry out treatment, payment, or health care operations relating to our organized health care arrangement.

**For Appointment Reminders** - We may use and disclose medical information to contact you with a reminder about an appointment for treatment or medical care at our health care organizations.

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**For Health Related Products or Services** - We may use and disclose medical information to tell you about our health related products or services that may be of interest to you.

**Health Fairs/Screenings** - We may use your information to contact you with the results of screenings. We may keep a copy of your screenings to verify that you received screenings at a health fair.

**Patient Reunions** - At times we sponsor reunions for various groups such as Neonatal Intensive Care graduates, to celebrate their successes. If you are a graduate of such a program, we may use your information to contact you and invite you to the reunions.

**Directory Information** - We have a directory of information about hospitalized patients that includes your: (1) name; (2) location or room number; (3) general condition ("serious, fair, good, etc."); and (4) religious affiliation (available to clergy members only). Unless you specifically refuse to have this information in our directory, this information will be used to allow visitors to find your room, to allow florists to deliver flowers to you or to respond to questions about your general condition.

**Individuals Involved in Care or Payment for Care** - Unless you specifically tell us in advance not to do so, we may disclose medical information to a friend or family member who is involved in your care or who helps pay for care, or tell your family or friends your condition and that you are in the hospital. In addition, we may disclose medical information to organizations assisting in a disaster relief effort (such as the Red Cross) so that your family can be notified about your condition, status and location.

**Fundraising** - We may use and share certain information about you to contact you about our fundraising activities. Information that we may use include your name, address, age, gender, date of birth, telephone number and other contact information (such as email address), dates when you received care at Rady Children's, the name of your treating physician, your general department of service, and health insurance status to contact you to raise money for our health care organizations and their activities and to improve the services and programs we provide to the community. You may receive calls, letters or other communications from Rady Children's Hospital Foundation, asking you to consider making a donation. We rely on fundraising to support advances in pediatric care, research and education, and to provide special services to our patients and the community. Any fundraising communications you receive from Rady Children's will include information about how you can opt out of these communications. Your decision to opt out will have no impact on your treatment or payment for services.

If you do not want to receive fundraising communications, please notify the Rady Children's Hospital Foundation by email at [nocommunication@rchsd.org](mailto:nocommunication@rchsd.org), or by phone at 858-966-7878.

**Patient Appreciation Letters/Pictures/Cards** - We may share patient appreciation letters, pictures, cards, etc. that we receive from patients and families with our staff and visitors to our clinic or unit.

**Research** - Under certain circumstances, we may use and disclose medical information for research purposes. For example, a research project may involve comparing the health and recovery of all patients who received one medication to those who received another medication for the same condition. All research projects are subject to a special approval process. This process evaluates a proposed research project with special consideration of the protection of individual medical information. Before we use or disclose medical information for research, the project will have been approved through this research approval process, but we may disclose medical information about you to people preparing to conduct a research project. For example, we may provide the researcher with information to help identify what types of patient problems might be appropriate to study as long as the medical information does not leave our facility or offices and the researcher agrees to protect the medical information.

**Marketing and Sale** - Uses and disclosures of medical information for marketing purposes and disclosures that constitute a sale of medical information require your authorization.

**As required by law** - We will disclose medical information about you when required by federal, state or local laws.

**Organ and Tissue Donation** - We may release medical information without your permission to organizations that handle organ procurement or organ, eye or tissue transplantation, or to an organ donation bank as necessary to arrange organ, eye or tissue donation and transplantation. This release of information is not a commitment by you to donate organs, eyes or tissues.

**Military Personnel** - If you are a member of the United States or foreign armed forces, we may release medical information about you as required by military command or government authorities.

**Worker's Compensation** - We may release medical information for worker's compensation or similar programs if you have a work related injury. These programs provide benefits for work related injuries.

**To Avert a Serious Threat to Health or Safety** - We may use and disclose medical information when necessary to prevent a serious threat to your health and safety or

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the health and safety of the public or another person. Any disclosure, however, would be to someone able to help prevent harm to the health or safety of you, another person, or the public.

**Health Oversight Activities** - We may disclose medical information to a health oversight agency for activities authorized or required by law. For example, these oversight activities may include audits, investigations, inspections and licensure. These activities are necessary for the government to monitor the health care system, government programs and compliance with civil rights and other laws.

**Public Health Activities** - We may disclose medical information for public health activities. These generally include the following:

- To prevent or control disease, injury or disability.
- To report births and deaths.
- To report child abuse or neglect.
- To report reactions to medications, problems with products or other adverse events.
- To notify people of recalls of products they may be using.
- To notify a person who may have been exposed to a disease or may be at risk for contracting or spreading a disease or condition.
- To notify the appropriate government authority if we believe a patient has been the victim of abuse (including child abuse), neglect or domestic violence. We will only make this disclosure if you agree or when required or authorized by law.

**Immunization Registry** - We may use and disclose immunization information about you to help maintain a regional and state registry that supports the sharing of vaccine information. If you do not want your doctor's office to share your child's immunization information with other registry users, tell your doctor or download a "Decline or Start Sharing/Information Request Form" from the CAIR website at (<http://cairweb.org/cair-forms/>). You may fax or email it to the CAIR Help Desk at 1-888-436-8320 or [CAIRHelpDesk@cdph.ca.gov](mailto:CAIRHelpDesk@cdph.ca.gov).

**Proof of Immunization to a School** - We may, at your request, share documentation with schools, including most child care facilities, showing that you have been immunized as required under law.

**Lawsuits and Disputes** - If you are involved in a lawsuit or a legal dispute, we may disclose medical information in response to a court or administrative order. We may disclose medical information in response to a subpoena, discovery request or other lawful process by someone else involved in the legal dispute. We would only disclose this information if efforts have been made to tell you about

the request (which may include written notice to you) to allow you to obtain an order protecting the information requested or if we receive a court order protecting the information.

**Law Enforcement** - We may disclose medical information if asked to do so by law enforcement officials for the following reasons:

- As required by law to report certain types of injuries;
- In response to a court order or court-ordered warrant, subpoena or summons or similar process;
- To provide certain limited information to identify or locate a suspect, fugitive, material witness or missing person;
- About the victim of a crime if, under certain circumstances, we are unable to obtain the person's agreement;
- About a death we believe may be the result of a criminal conduct;
- About criminal conduct at our facility; and
- In a medical emergency to report a crime, the location of the crime or victims, or the identity, description or location of the person who may have committed the crime.

**Coroners, Medical Examiners and Funeral Home Directors** - We may disclose medical information to a coroner or medical examiner for the purpose of identifying a deceased person, determining the cause of death of a person, or other duties as required by law. We may also release medical information about patients at our facility to funeral home directors as necessary to carry out their duties.

**National Security and Intelligence Activities** - We may disclose medical information to authorized federal officials for intelligence, counterintelligence and other national security activities authorized by law.

**Protective Services for the President and Others** - We may disclose medical information to authorized federal officials so that they may provide protection to the President, other authorized persons, or foreign heads of state or to conduct special investigations.

**Inmates** - If you are an inmate of a correctional facility or under the custody of a law enforcement official, we may disclose medical information about you to the correctional facility or law enforcement official. We would only do so if the medical information is necessary for: providing health care; your health and safety or the health and safety of others; or safety and security of the correctional institution.

**Special Categories of Information** - In some circumstances, medical information may be subject to

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restrictions that may limit or preclude some uses or disclosures described in this notice. For example, there are special restrictions on the use or disclosure of certain categories of information, such as drug and alcohol abuse treatment, HIV and AIDS test results, and mental health treatment.

Most uses and disclosures of psychotherapy notes require your written authorization.

We may disclose medical information to a multidisciplinary personnel team relevant to the prevention, identification, management or treatment of an abused child or the child's parents.

**Other Uses of Medical Information** - Other uses and disclosures of your medical information not covered by this notice or the laws that apply to us will be made only with your written authorization. If you provide us with authorization to use or disclose medical information, you may revoke that permission, in writing, at any time. If you revoke your authorization, this will stop any further use or disclosure of your medical information for the purposes covered by your written authorization, except if we have already acted in reliance on your authorization. We are unable to take back any disclosures we have already made with your permission.

**YOUR RIGHTS REGARDING THE MEDICAL INFORMATION WE MAINTAIN ABOUT YOU/YOUR CHILD**

You have the right to:

1. Request a restriction on certain uses and disclosures of your medical information. You have the right to request a restriction or limitation on the medical information we use or disclose about you for treatment, payment or health care operations. You also have the right to request a limit on the medical information we disclose to someone who is involved in your care or the payment for care, such as a family member or friend. For example, you could ask that we not use or disclose information about a surgery you had. We are not required to agree to your request. If we do agree, we will comply with your request unless the information is needed to provide emergency treatment. To request a restriction, you must make a request in writing to the Hospital's Health Information Management office or contact person of the medical groups. In the request, you must tell us (1) what information you want to limit; (2) whether you want to limit our use or disclosure or both; and (3) to whom you want the limits to apply, for example, disclosures to a grandparent.
2. Obtain a paper copy of this Joint Notice of Privacy Practices upon request. You have a right to a paper

copy of this notice. You may ask us to give you a copy of this notice at any time. Even if you agreed to receive this notice electronically, you are still entitled to a paper copy of this notice. You may obtain a copy of this notice at any of our web sites. To obtain a paper copy of this notice, contact the Hospital Privacy Officer or contact person of the medical groups.

3. Inspect and request a copy of your medical record for a fee. You have the right to inspect and receive a copy medical information that may be used to make decisions about your care. Usually, this includes health and billing records and may also include some mental health information. To inspect and copy your medical information, you must submit your request in writing to the Hospital's Health Information Management office or contact person of the medical group that maintains your record. If you request a copy of medical information, we may charge a fee for the costs of copying, mailing or other supplies associated with your request. We may deny your request under certain very limited circumstances. If you are denied access to medical information, you may request that the denial be reviewed. Another licensed health care professional chosen by the Hospital or medical group will review your request and denial. The person conducting the review will not be the person who denied your request. We will abide by the outcome of that review.
  4. Request an amendment to your health record if you feel the information is incorrect or incomplete. You have the right to request an amendment for as long as the information is kept by the Hospital or medical groups. To request an amendment, your request must be made in writing and submitted to the Hospital's Health Information Management office or contact person for the medical groups that have the record you want to amend and you must provide a reason that supports your request. We may deny your request if it is not in writing or does not include a reason to support the request. In addition, we may deny your request if you ask us to amend information: (1) not created by the Hospital or medical groups, unless you provide us with information that the person or entity who created the information is no longer available to make the amendment; (2) not part of the information kept by or for our facility; (3) not part of the information which you would be permitted to inspect and copy; or is accurate and complete. If we deny your request for amendment, you have the right to submit a written statement of disagreement about any item or statement in your record that you believe is incomplete or incorrect. We will include your written statement of disagreement or a summary of this information with any subsequent disclosure of your medical information. If you clearly
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indicate in writing that you want your request for amendment and our response to be part of your medical information, we will include this information or a summary of this information with any subsequent disclosure of your medical information.

5. Obtain an accounting of disclosures of your medical information. You have the right to request a list of the disclosures we made of medical information about you other than for treatment, payment or health care operations or as authorized by you or by law. To request this list or accounting of disclosures from the Hospital or one of the medical groups listed on this notice, you must submit your request in writing to the Hospital's Health Information Management office. Your request must state a time period, which may not be longer than six years prior to the request date. The first list requested within a 12-month period is free. For additional lists within a 12-month period, we may charge you for the costs of providing the list. We will notify you in advance of the cost and provide you with an opportunity to withdraw or change your request.

We will notify you automatically following a breach of your unsecured medical information.

6. Request confidential communication by alternative means or locations. You have the right to request that we communicate with you about medical matters in a certain way or at a certain location. For example, you can ask that we only contact you at work or by mail. To request confidential communications, you must make your request in writing to the Hospital's Health Information Management office or contact person of the medical groups. We will not ask you the reason for your request and will accommodate all reasonable requests. Your request must specify how or where you wish to be contacted.
7. Restrict certain disclosures of medical information to a health plan when you pay out of pocket in full for the health care item or service, except as required by law.

#### **MINORS AND PERSONAL REPRESENTATIVES**

In most situations, parents, guardians and/or others with legal responsibilities for minors (children under 18 years of age) may exercise the rights described in this Notice on behalf of the minor. However, there are situations in which minors independently may exercise the rights described in this Notice. Upon request, we will provide you with additional information on the minor's rights under state law.

#### **CHANGES TO THIS NOTICE**

We reserve the right to change the terms of this notice and to make the revised terms effective for medical information we already have about you as well as any information we

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receive in the future. A copy of the current notice will be posted at the Hospital, hospital sites and medical offices and on our Web sites. This notice will also be available at the registration area of the Hospital or medical offices.

#### **COMPLAINTS**

If you believe your privacy rights have been violated, you may file a complaint with the Hospital or the medical groups by calling the Rady Children's Compliance and Privacy Department at 858-966-8541, or the contact person of the medical groups. We respect your right to file a complaint and your care and treatment will not be affected and you will not be penalized for doing so. You may also file a complaint with the United States Department of Health and Human Services, Office for Civil Rights (OCR). Information on how to file a complaint with the OCR may be found at [hhs.gov/ocr/privacy/hipaa/complaints](http://hhs.gov/ocr/privacy/hipaa/complaints) or by calling 1-800-368-1019.

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**RADY CHILDREN'S IS COMMITTED TO MEETING THE NEEDS OF OUR PATIENTS AND THEIR FAMILIES**

Language assistance services, free of charge, are available to you. Call 858-966-4096/TDD: 858-627-3002.

**Español (Spanish)**

Servicios gratuitos de asistencia con el idioma están disponibles para usted. Por favor llame al 858-966-4096.

**繁體中文 (Chinese)**

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 858-966-4096。

**Tiếng Việt (Vietnamese)**

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 858-966-4096.

**Tagalog (Tagalog – Filipino)**

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 858-966-4096.

**한국어 (Korean)**

주의: 한국어를 사용하지는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 858-966-4096 번으로 전화해 주십시오.

**Հայերեն (Armenian)**

ՈՒՇԱՂԴՈՒԹՅՈՒՆ՝ Եթե խոսում եք հայերեն, սպասե՛ք անվճար կարող են սրբամաղիպով լեզվական աջակցություն ծառայություններ. Ձանգահարեք 858-966-4096.

**فارسی (Farsi)**

858-966-4096 به ایاشدمی فراهم شما به رای رایگان به صورت زبانی به سه یلاتک نه ید، می گف تگوف ارسسی زب ان به ه اگر: توجه به گ پریه ده ماس 858-966-4096

**Русский (Russian)**

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 858-966-4096.

**日本語 (Japanese)**

注意事項：日本語を話される場合、無料の言語支援をご利用いただけます858-966-4096まで、お電話にてご連絡ください。

**ਪੰਜਾਬੀ (Punjabi)**

ਧਿਆਨ ਦਿਓ: ਜੇ ਤੁਸੀਂ ਪੰਜਾਬੀ ਬੋਲਦੇ ਹੋ, ਤਾਂ ਭਾਸ਼ਾ ਵਿੱਚ ਸਹਾਇਤਾ ਸੇਵਾ ਤੁਹਾਡੇ ਲਈ ਮੁਫਤ ਉਪਲਬਧ ਹੈ। 858-966-4096 'ਤੇ ਕਾਲ ਕਰੋ।

**ខ្មែរ (Cambodian)**

ប្រយ័ត្ន: បើសិនជាអ្នកនិយាយ ភាសាខ្មែរ, សេវាជំនួយភាសាសម្រាប់អ្នកគ្មានគ្រឹះស្ថានសំរាប់ជំនួយ ឬ ទូរស័ព្ទ 858-966-4096

**Hmoob (Hmong)**

LUS CEEV: Yog tias koj hais lus Hmoob, cov kev pab txog lus, muaj kev pab dawb rau koj. Hu rau 858-966-4096

**ภาษาไทย (Thai)**

เตือน: ถ้าคุณพูดภาษาไทยคุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทร 858-966-4096.

**हिंदी (Hindi)**

ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। 858-966-4096 पर कॉल करें।

**عربي (Arabic)**

تظودلم: اذا كنت تتحدث اللغة، نأف تآمدخ قدعا سملاق وغلا رف اوت ت كل ناجملاب. ل صد تامقرب 858-966-4096 مقر ف تاه مصلامك بلاو 858-966-4096

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