

So, you're a donor, now what?



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 security and privacy of health information. We understand that medical information about you is personal and we are committed to protecting this information. This notice describes how medical information about you in our office may be used and disclosed, and how you can get access to this information. We also describe your rights and certain obligations we have regarding the use and disclosure of medical information. Please review it carefully.

The HIPAA law of 1996 requires us to:

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

Any protected health information (i.e. individually identifiable information such as names, dates, phone/fax numbers, email addresses, home addresses, demographic data) may be used in connection with our service to you, payment of your account, or health care operations. It is expected that any organization with which we share information is also HIPAA compliant, and therefore ensuring the security of your information. Specifically, we may use or disclose medical information about you in the following ways:

- Health care providers may request information about you in order to meet our needs. For instance, your prenatal care provider may request verification of your birthdate before releasing your prenatal bloodwork to us. In another example, your baby's pediatrician may request information on how much milk has been supplied to your baby.
 - Medical information may be discussed with your health insurer to verify eligibility for benefits, obtain prior authorization, or to bill and receive payment for the treatment and services you receive from us.
 - Certifying, licensing, or accrediting bodies may request information on our donors or recipients, in order to verify our operation and compliance with standards.
 - Staff of the Milk Bank may need to review your medical information in order to review the care provided, plan for future care, or educate staff.
 - Staff of the Milk Bank may use your information to contact you in order to check on your pumping progress, or paperwork needs, or to see how your baby is doing with donor milk. If we try to contact you by phone and you are not available, we may leave a message with a family member or on your answering machine.
 - We display any pictures of your baby or family that you may send to us on our bulletin board.
 - We may provide your medical information to our business associates so that they can perform certain functions or services on our behalf. These associates could include hospitals, and blood and tissue laboratories, or fundraising organizations.
 - We will disclose medical information about you if required to do so by federal, state, or local law.
 - We may use and disclose medical information about you when necessary to prevent a serious threat to your health and safety or that of another person or the public.
 - We may disclose medical information about you for public health activities. These activities may include: the prevention or control of disease, reporting of donor milk recipients, or reporting laboratory test results.
 - We may disclose information 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 your health information.
 - Inadvertent disclosures of information may happen as a result of people overhearing conversations in our offices. Every effort will be made to prevent this from happening. We keep your personal health information private by:
 - Your personal health information is kept in individual files in our office. The office is unlocked during the day when staff are present, but locked at all other times.
 - Staff and volunteers who access files will be trained in issues of confidentiality and privacy.
 - Publications coming from the Milk Bank office will contain no personal health information.
 - If someone requests information from your medical record for a legitimate reason, this will be documented in your folder.
 - Personnel trained in confidentiality and privacy issues access electronic records only through the Milk Bank's office computers.
 - Milk containers with personal identifiers on them will be kept in bags in freezers, accessed only by staff and volunteers who have been trained in confidentiality and privacy issues.
- Persons potentially inadvertently exposed to your private information include:
- Volunteers
 - Staff of Mothers' Milk Bank
 - Donors of breast milk
 - Vendors
 - Students who are working with the Milk Bank in some capacity
 - Recipients or their guardians
- Your rights under this agreement:
- Request inspection or copying of your record. Submit your request in writing to Kim Updegrave at Mothers' Milk Bank at Austin, 5925 Dillard Circle, Austin, TX 78752
 - Amend the information contained in your record. Send written request to above.
 - Request an accounting of all disclosures of health information. Send written request to above.
 - Request restrictions of access to your record. Send written request to above.
 - Issue a complaint, without risk of retaliation to our office or the U. S. Department of Health and Human Services. If you would like to complain to our office, call Kim Updegrave, Executive Director, at 494-0800 or send to address below.

Please direct any questions or comments to:
Kim Updegrave, CNM (Kim@milkbank.org, 512.579.3972)
Executive Director, Mothers' Milk Bank at Austin

Mothers' Milk Bank Austin - milkbank.org - 5925 Dillard Circle, Austin, TX 78752
P: 512.494.0800 - Toll Free: 877.813.6455 - F: 512.494.0880 - info@milkbank.org