Why We Keep Information About You
We keep medical information about you to help care for you and because the law says we must:
• Protect your medical information;
• Give you this Joint Notice and describe our practices; and
• Follow what this joint notice says.

What the Words We Use Mean
• “Joint Notice” means this Joint Notice of Privacy Practices.
• “EHS” means Enlarger Health System, its staff, and any affiliated organizations covered by the Joint Notice.
• “We”, “our,” or “us” means one or more EHS organizations, providers, or staff.
• “You” means the patient that the medical information is about.
• “Medical information” means all of the paper and electronic records related to a patient’s physical and mental health care, past, present, or future. These records tell who the patient is, and include information about billing and payment (also known as “Protected Health Information” or “PHI”).
• “Use” means sharing or using medical information within EHS.
• “Share” means giving medical information or access to information to someone outside of EHS.
• “PSO” means EHS’s Privacy and Information Security Office.
• “OHCA” means Organized Health Care Arrangement. The members of such an arrangement are healthcare providers that are operationally or clinically integrated and may participate jointly with EHS in utilization review, quality assessment and improvement, or payment activities.
• “HIPAA” means Health Insurance Portability and Accountability Act.
• “ACO” means Accountable Care Organization. An ACO is a group of doctors, hospitals, and other health care providers, who come together voluntarily to give coordinated high-quality care to their Medicare patients. An ACO has the opportunity to share in the savings it achieves for the Medicare program.

Here Are Just a Few Examples of How We May Use and/or Share Information About You

Organized Health Care Arrangement (OHCA): We may allow access to your information to those healthcare providers and their authorized representatives who participate in a group of organized healthcare providers who coordinate with EHS. We share information with them in order to do tasks that must also protect and restrict the use of your medical information.

For Health Information Exchanges (HIES): We will send your health information to any of the Health Information Exchanges (HIEs) that EHS participates in. Your health care providers may share your health information with the HIEs so that your health information will remain available to certain health care entities as permitted by law. You have the right to opt out of the HIE. However, even if you do, some of your health information may still be available to certain health care providers who participate in the HIE.

For Treatment: We may use and share medical information to treat you. For example, a doctor treating you for a broken leg will need to know if you have diabetes because diabetes can slow healing. The doctor may need to tell food services that you have diabetes so that the right meals can be prepared for you. We may also share medical information about you so that you can get:
• Medicine, medical equipment, or other things you need for your health care; and/or
• Lab tests, cancer, transportation, home care, nursing care, rehab, or other health care services.

Medical information may also be shared when needed to plan for your care after you leave EHS.

For Billing and Payment: We may use and share your information so that any person who has provided services to you can bill and collect payment for these services. For example, we may share your medical information with your health plan.
• So your health plan will know what services you received at EHS;
• To get approval before doing a procedure; and/or
• So your health plan can make sure they paid the right amount to EHS.

We may also share your information with a collection agency if a bill is overdue.

For Business Reasons (Operations): We may use and share information about you for business reasons. When we do this, we may, if we can, take information that identifies who you are. Some of the business reasons we may use or share your medical information include:
• To follow laws and regulations;
• To train and educate employees;
• For credentialing, licensure, certification, and accreditation;
• To improve our care and services (e.g., we may use your information in our registry data as the Cancer Registry);
• To budget and plan;
• To do audits;
• To maintain computer systems;
• To evaluate our staff;
• To decide if we should offer more services; and/or
• To find out how satisfied our patients are.

For Health Information Exchanges (HIES): We will send your health information to any of the Health Information Exchanges (HIEs) that EHS participates in. Your health care providers may share your health information with the HIEs so that your health information will remain available to certain health care entities as permitted by law. You have the right to opt out of the HIE. However, even if you do, some of your health information may remain available to certain health care entities as permitted by law.

If you have questions about this Joint Notice or want to talk about a problem without filing a formal complaint, please contact the Privacy and Information Security Officer (PSO) using the contact information listed below. If you believe your privacy rights have been violated, you may file a formal complaint with us in writing by contacting the PSO or the Health Information Management Department at the address listed below or by filing a complaint with EHS’s Integrity Line at the e-mail address or phone number listed below. You are not required to use our Office of Civil Rights at the address or phone number listed below.

Joint Notice of Privacy Practices
Effective May 1, 2018

This Joint Notice describes our hospital’s practices, along with the actions of any health care professional authorized to enter information into your hospital chart, in using and disclosing your protected health information. The hospital, which includes all departments and units of the hospital, any member of the hospital’s workforce, volunteers or students that help you while you are in the hospital and all employees, staff and other hospital personnel, and members of the Enlarger Medical Staff are part of an Organized Health Care Arrangement (OHCA). It also tells you how your medical information may be used or shared and how you can get your information.

How to Ask for Confidential Communications: You have the right to ask us to communicate with you in a way that you want, to avoid a particular place. For example, you can ask that we contact you only at work or only using a post office box. You must make your request in writing to the Health Information Management Department at the address listed on the front of this brochure. You do not need to tell us the reason for your request. Your request must say how or where you wish to be contacted. You must also tell us what address to send your bills for payment. We will accept all reasonable requests. However, if we are unable to start you using the way of locations you have requested, we may contact you using any information we have.

How to Ask for a Paper Copy of This Joint Notice: You have the right to get a paper copy of this Joint Notice, even if you have agreed to receive it electronically. You may get a copy:
• At any of our facilities;
• By contacting the PSO at the number listed on the front of this brochure;
• At www.enlarger.org

Personal Representatives: Your “personal representative” may exercise the rights listed above on your behalf. If under applicable law, that person has legal authority to act on your behalf in making decisions related to health care. If you do not have a “personal representative”, you may wish to create a legal document called a Durable Power of Attorney for Healthcare.

Changes to this Joint Notice: We have the right to change this Joint Notice at any time. Any change could apply to medical information we already have about you, as well as information we receive in the future. A copy of the current Joint Notice will be kept in the files of EHS and at www.enlarger.org. Each time you register at or are admitted for treatment or healthcare services, you may request a copy of the current Joint Notice in effect.

How to Contact Us
Privacy and Information Security Office
Enlarger Health System
975 E. Third St. | Chattanooga, TN 37403 | 423-776-7703
Privacy@enlarger.org | EHS Integrity Line: 1-877-849-8338

Health Information Management Office
Enlarger Health System
975 E. Third St. | Chattanooga, TN 37403 | 423-776-7267

How to Contact the Office of Civil Rights
U.S. Department of Health and Human Services
Office for Civil Rights
Centers for Medicare & Medicaid Services
200 Independence Ave. S.W., Suite 515F, HHS Building
Washington, D.C. 20201 | 800-368-1099 | ocr@hhs.gov
www.hhs.gov/ocr/aboutus/complaintindex.html