

EVANGELICAL CHILD AND FAMILY AGENCY

1530 North Main Street
Wheaton, IL 60187

Notice of Privacy Practices for Clients

(Revision is effective March 1, 2014)

PURPOSE: THIS NOTICE DESCRIBES HOW INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN OBTAIN ACCESS TO THIS INFORMATION.

If you believe that Evangelical Child and Family Agency (ECFA) has violated your privacy rights, you may file a complaint by contacting ECFA's Privacy Officer by mail at 1530 N. Main St., Wheaton, IL 60187, or by telephone at 630 653-6400. If you have any questions about this Notice, please contact the Privacy Officer.

SECTION I. OUR PLEDGE REGARDING PROTECTED INFORMATION

We are committed to protecting your privacy within the limited of the law as described in the Illinois Mental Health and Developmental Disabilities Confidentiality Act (740 ILCS 110). We will not disclose information if doing so places you at risk of harm. Examples of such circumstances include domestic violence or specific threats against you received by us from others.

SECTION II. SUMMARY OF BASIC PRIVACY PRACTICES

- A. Information you provide ECFA is protected and governed by the Illinois Mental Health and Developmental Disabilities Confidentiality Act (DMHDD Act) This is information which may identify you and which relates to your past, present or future physical or mental health condition and related services. It includes billing/payment information and information generated by the services you receive from ECFA.
- B. Protected information refers to oral, written and electronic information maintained by ECFA.
- C. Your protected Information may be disclosed without your permission under the following circumstances:
 - Allegations of child abuse or neglect;
 - The mental health of a client may a risk to the safety of a child;
 - To your worker's supervisor, members of her staff team and the ECFA case review team;
 - When a state agency has custody of your children under state statute or pursuant to a court order;
 - Under provisions of the Sexually Violent Persons Commitment Act;
 - At times of review by members of an accreditation agency or state licensing agency;
 - When an attorney is consulted by ECFA or the worker regarding their legal rights or duties.
- D. Except for the types of circumstances listed above, your protected information may not be disclosed to another party without your signed authorization. This includes ECFA marketing and fundraising activities.
- E. The following persons shall be entitled, upon request, to inspect and copy any portion of a client's record:
 - Parent or guardian of a client under 12 years of age;
 - A client if 12 years of age or older;
 - Parent or guardian of a client, at least 12 but under 18 years of age, if he or she is informed and does not object and the worker finds no compelling reason to deny access;
 - The legal guardian of a client 18 years or older; and
 - A court-appointed attorney or guardian ad litem representing a minor (age 17 and under) in a judicial or administrative proceeding
- F. The parent or guardian of a client, at least 12 but under 18, may request and receive information about the client's current physical and medical condition, diagnosis, treatment needs, services provided, and services needed.

SECTION III: YOUR RIGHTS

You have the following rights pertaining to protected information about you:

- Inspect and copy your file, upon your written request;
- Request that your information not be shared with others, such as family members;
- Request confidential communications for your protection, such as domestic violence situations;
- Request in writing to amend your case file if you believe that any information is incorrect or misstated;
- File a complaint if you believe your rights have been violated or you have been served inappropriately (*You are encouraged to first discuss your concerns informally with your worker or our Privacy Officer.*)and
- Receive a copy of this Notice.

SECTION IV. AGENCY OPERATIONS

Your protected information may be used in the following internal Agency operations as provided by the DMHDD Confidentiality Act (740 ILCS 110):

- A. Treatment: To provide, coordinate, or manage your services among team members of your program. We will minimize the use of your name and address for internal purposes.
- B. Payment: To obtain payment for the services that we provide in cases where we bill to a third party.
- C. Training and Review: For our agency operations in order to provide quality services to all clients as follows: employee evaluation; training and supervision; accreditation and state licensing reviews; compliance and record reviews; and business management.
- D. Conflict of Interest: We will not assign an agency employee to serve you if that employee has a personal relationship with you or someone with whom you are acquainted. Access to information about you will be prohibited for employees personally acquainted with you. You will be given opportunity to identify such persons at your first visit.

SECTION V. CONTENT OF AUTHORIZATIONS

If we desire to disclose information about you, except for circumstances listed in Section II.C, you will be given an Authorization to Release Confidential Information form to sign. It will contain the following information, required by law:

- information to be disclosed or used;
- person(s) disclosing the information;
- person(s) receiving the information;
- purpose for the disclosure;
- nature of the information to be disclosed;
- right to inspect and copy the information to be disclosed;
- consequences of refusal to consent;
- calendar date on which the consent will expire;
- date of your signature; and
- the right to revoke the authorization in writing at any time.

Only information relevant to the specific purpose of the disclosure will be released. No information authorized by you can be legally released by the receiving party without your written authorization.

SECTION VI. CHANGES TO THIS NOTICE

ECFA reserves the right to change this Notice at any time without notice. A copy of any revised notice, will be offered to you at your next visit after the effective date.