



Privacy Practices Policy

SUMMARY

This Privacy Practices Policy describes how Southside Center of Hope's staff may use and disclose Personal Health Information (PHI) in voluntary compliance with law, including the Health Insurance Portability and Accountability Act ("HIPAA"), regulations promulgated under HIPAA including the HIPAA Privacy and Security Rules, and Chapter 2 of the Illinois Mental Health & Developmental Disability code [405 ILCS 5]. It also describes rights regarding how residents may gain access to and control their own PHI.

HOW SOUTHSIDE CENTER OF HOPE MAY USE AND DISCLOSE HEALTH INFORMATION ABOUT RESIDENTS

Southside Center of Hope may disclose information regarding residents as necessary within the organization or with resident authorization for purposes of coordinating resident services, treatment or healthcare, or as required for payment of Southside Center of Hope for services. Southside Center of Hope may only disclose resident information to those outside of Southside Center of Hope with resident authorization, unless in the exceptions stated below.

EXCEPTIONS TO RESTRICTIONS ON DISCLOSURE OF INFORMATION

There are circumstances when Southside Center of Hope may disclose resident information without that resident's authorization in some cases that fall under the following categories.

- **Child Abuse or Neglect**
- **Court Order or Subpoena**
- **Deceased Residents**
- **Medical Emergencies**
- **Family/Close Friend Involvement in Services or Care**
- **Health and Funder Oversight**
- **Law Enforcement**
- **National Security**
- **Public Health Public Safety**
- **Research (with resident authorization)**
- **With Permission** (usually written; in some cases, documented verbal permission will suffice)

RESIDENT RIGHTS REGARDING THEIR OWN PHI

Southside Center of Hope's residents have rights to view their own PHI. To exercise any of these rights, a request must be submitted in writing to Southside Center of Hope's Clinical Services Director.

COMPLAINTS

If a resident believes Southside Center of Hope has violated privacy rights, that resident has the right to file a complaint in writing with the Southside Center of Hope Clinical Services Director, or with the Secretary of Health and Human Services at 200 Independence Avenue, S.W. Washington, D.C. 20201 or by calling (202) 619-0257. Southside Center of Hope will not retaliate against a resident for filing a complaint.

The effective date of this Notice is August 2025.