Winchester Hospital and Winchester Physician Associates became members of Lahey Health in July 2014. This Notice of Privacy Practices describes the rights of our patients and explains Winchester Hospital and Winchester Physician Associates’ responsibilities under the law to maintain the privacy of our patients’ health information. Please review it carefully.

For more information on privacy protections at Lahey Health, please visit Lahey.org/Hipaa or call the Lahey Health Privacy Toll-free Hotline: 844.663.4677.

The facilities and offices that make up Lahey Health are considered a single affiliated “covered entity.” They will share protected health information with each other as necessary to carry out treatment, payment or health care operations.

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Request confidential communications
• You can ask us to call you in a specific way (for example, at home, at the office, or on your cell phone) or to send mail to a different address.
• We will say “yes” to all reasonable requests.

Ask us to limit what information we use or share
• You can ask us not to share certain health information for treatment, payment, or our operations. We are not required to agree to your request, and we may say “no” if it would affect your care.
• If you pay for a service or health care item fully on your own (without insurance coverage), you can ask us not to share that information with your health insurer. We must say “yes” unless a law requires us to share that information.
• We will not share certain information that has special protections under the law, like notes taken during psychotherapy, unless you specifically tell us we can in writing.
• We will not share any substance abuse treatment records without your written permission.

Get a list of those with whom we’ve shared information
• You can ask for a list (or an accounting) of the times we’ve shared your health information for 6 years before the date you ask. You can also ask whom we shared it with and why. We will include all the disclosures except for those about treatment, payment, health care operations, and certain other disclosures (such as any you asked us to make). We will provide you with one accounting a year for free but will charge a fee if you ask for another one within 12 months.

Get a copy of this privacy notice
• We will provide you with a paper copy of this notice at any time, even if you have agreed to receive the notice electronically.

Choose someone to act for you
• You can choose a health care agent (proxy) or give someone medical power of attorney to exercise your rights and make choices about your health information and treatment if you are not able to make choices. Ask us how to do this.

Refuse to answer questions
• We may need your help in collecting your health information.
• If you choose not to answer, we will fill in the information as best we can.
• You do not have to answer every question to receive services.

File a complaint if you feel your rights are violated or request more information
• You can complain if you feel we have violated your rights or request further information by contacting the Lahey Health Privacy Toll-free Hotline: 844.663.4677.
• You can also file a complaint with the U.S. Department of Health and Human Services Office for Civil Rights by sending a letter to 200 Independence Avenue, S.W., Washington, D.C. 20201, calling 877.696.6775, or visiting www.hhs.gov/ocr/privacy/hipaa/complaints.
• We will not retaliate against you for filing a complaint.

Your Choices
In certain instances, you can tell us how you want us to share your information. If you have a clear preference for how we share your information in the situations described below, talk to us. Tell us what you want us to do, and we will follow your instructions.
You have both the right and choice to tell us if we may:
• Share information with your family, close friends, or others involved in your care
• Share information about you in a disaster relief situation

How else can we use or share your health information?
Lahey Health is allowed or required to share your information in other ways—usually in ways that contribute to the public good. By law, we have to meet many conditions before we can share your information for these purposes. Here are some examples:

• Public health and safety efforts:
  – Preventing disease
  – Helping with product recalls
  – Reporting adverse reactions to medications
  – Reporting suspected abuse, neglect, or domestic violence
  – Preventing or reducing a serious threat to anyone’s health or safety

• Conducting clinical research: Lahey Health’s Privacy Board reviews all requests to use identifiable patient information in clinical research.

• Complying with the law: Lahey Health will share information about you if state or federal laws require it, including with the U.S. Department of Health and Human Services if it wants to see that we are complying with federal privacy law.

• Responding to organ and tissue donation requests

• Working with a medical examiner, coroner, or funeral director when an individual dies

• Addressing workers’ compensation, law enforcement, and other government requests

• Responding to lawsuits and legal actions

Lahey Health must share health information about you in response to a court or administrative order, or in response to a subpoena or search warrant.