This Notice of Privacy Practices describes how medical information about you may be used and disclosed by Cambridge Health Alliance and its affiliates and how you can access this information. Please review it carefully.

Your rights as a CHA Patient

CAMBRIDGE HEALTH ALLIANCE (CHA) is committed to protecting your rights as a patient and supports laws and policies that uphold these rights.

Your Choices
• You have the right to receive medical care that meets the highest standards of CHA, regardless of your race, religion, national origin, gender identity or expression, age, military service, or the source of payment for your care.
• CHA’s privacy policy applies to all Covered Entities (CEs) of CHA and all its affiliates, including the Cambridge Health Alliance Health Plan, Inc.
• You have the right to receive information about CHA, including care management programs and any materials that we use in care setting.
• You have the right to be informed of all care management services available to you. It is service or treatment, and to discuss options with your treating provider.

Your Rights
• You have the right to be treated respectfully by others, and to be addressed by your proper name.
• You have the right as a patient who may have limited English proficiency to have access, free of charge, to meaningful communication in a language you understand. Ask us how to do this.
• You have the right as a patient who may have limited English proficiency to have access, free of charge, to an interpreter who understands your language.
• You have the right to be treated in an environment free of discrimination and hostility.
• You have the right to be treated in an environment that meets the highest standards of CHA, regardless of your race, religion, national origin, gender identity or expression, age, military service, or the source of payment for your care.
• You have the right to be informed of all care management services available to you. It is service or treatment, and to discuss options with your treating provider.

Your Use and Disclosures
• You have the right to receive a copy of your medical record. You may ask us to correct your medical record, and we will make reasonable efforts to do so.
• You have the right to obtain a copy of your medical record, and we will make reasonable efforts to do so.
• You have the right to receive your information in a format that is accessible to you.
• You have the right to access information about CHA, including care management programs and any materials that we use in care setting.
• You have the right to be informed of all care management services available to you. It is service or treatment, and to discuss options with your treating provider.

Complaints and Concerns
If you believe that your privacy rights have been violated, you may file a complaint with the Office for Civil Rights, Office of Inspector General, or the Joint Commission. If you are not satisfied with the resolution of your complaint, you may file a formal grievance with the Joint Commission.

File a Grievance
• If you believe that your privacy rights have been violated, you may file a complaint with the Office for Civil Rights, Office of Inspector General, or the Joint Commission. If you are not satisfied with the resolution of your complaint, you may file a formal grievance with the Joint Commission.

Your Responsibilities as a CHA Patient

What Cambridge Health Alliance asks of our patients
• We must follow the duties and privacy practices described in this notice and give proper respect to your privacy.
• We will make sure the person has this authority and can act for you before we take any action.
• If you have been in the hospital, we may share information with your regular doctor if you authorize us to do so.
• We will not release any information about you for the purpose of advancing research unless you have authorized us to do so.

Health Insurance Portability and Accountability Act (HIPAA)
• CHA is committed to protecting your rights as a patient. CHA will use and disclose your information as described in this notice and in accordance with applicable law.
• CHA will not disclose your information to a third party for a purpose other than the purpose for which the disclosure was made.
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