

Health care privacy practices and administrative policies

Keeping your records private

Kaiser Permanente is committed to protecting the privacy of your personal health information. All of our health care providers and staff must comply with this policy, whether they are communicating in oral, written, or electronic form.

We refer to your personal health information as “protected health information,” or PHI. This information, whether oral, written, or electronic, includes your name, social security number, or any other information that identifies you. You generally may see and receive copies of your PHI. You also may correct or update the information. And you may ask for an account of certain disclosures of your PHI.

You have the right to approve or deny the release of your PHI in most situations. However, we may use or disclose your health information for treatment, payment, and health care operations, or as otherwise permitted by law. Health care operations include health research and measuring the quality of care and services. We sometimes are required by law to give PHI to government agencies or courts of law.

Disclosures to your employer or employee organization

If you are enrolled as a Kaiser Permanente member through your employer or employee organization, we may share certain PHI with them without your permission—but only when allowed by law. For example, we may disclose your PHI for a workers’ compensation claim or to find out if you are enrolled in the plan or if premiums have been paid on your behalf. For other purposes, such as inquiries by your employer or employee organization, we will get your authorization to release information.

We will not use or disclose your PHI for any other purpose without your (or your representative’s) written permission, except as described in our *Notice of Privacy Practices*. If you think your PHI was shared without your prior permission in a way not authorized by law, contact Member Relations at 503-813-4480 from the Portland area or 1-800-813-2000 from all other areas and ask for Member Relations.

Your access to your PHI

In most cases, you or your legal guardian or personal representative may see or get copies of your PHI. If you are unable to make health care

decisions on your own, someone you name may get your records. If you think part of your medical record is incorrect, you may ask to add a statement to amend the record.

In some cases, your access to your PHI is restricted by law, or because we deem it would be detrimental to your well-being.

This is only a brief summary of some of our key privacy practices. Our *Notice of Privacy Practices* describes all of these practices in detail. For more information or to request a copy, please call Membership Services. You can also find the *Notice of Privacy Practices* on our Web site at kaiserpermanente.org.

How to get access

To review your medical record, contact:

Health Information Management
Regional Process Center
10220 SE Sunnyside Road
Clackamas, OR 97015
8 a.m. to 4:30 p.m., M-F

For medical/insurance reports or copies of medical records..... 503-571-5051

Emergency medical record information (24 hours)..... 503-571-5815