



Mothers' Milk Bank
of New England

Tel: 617-527-6263
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www.milkbankne.org

Notice of Privacy Policy

THIS NOTICE DESCRIBES HOW MEDICAL INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION

PLEASE READ IT CAREFULLY

Effective February 1, 2011

The following is the privacy policy ("Privacy Policy") of the Mothers' Milk Bank of New England ("MMBNE") as described in the Health Insurance Portability and Accountability Act of 1996 and regulations promulgated thereunder, commonly known as HIPAA. HIPAA requires MMBNE by law to maintain the privacy of your personal health information and to provide you with notice of MMBNE's legal duties and privacy policies with respect to your personal health information. We are required by law to abide by the terms of this Privacy Notice.

HIPAA requires us to:

- Keep medical information that identifies you private;
- Give you this Notice of our legal duties and privacy practices with respect to medical information about you; and
- Follow the terms of this Notice.

Your Personal Health Information

We collect personal health information from you from the application and enrollment process, healthcare providers, blood and tissue laboratories and through other means, as applicable. The law specifically protects health information, oral, written or recorded, that contains information such as your name, address, social security number, dates, telephone/fax numbers, email addresses, demographic data, etc., that could be used to identify you as the individual donor who is associated with that health information.

Any protected health information may be used in connection with our service to you, payment of your account, or health care operations. It is expected that any organization with which we share information is also HIPAA compliant, therefore ensuring the security of your information.

Specifically, we may use or disclose medical information about you in the following ways:

- Health care providers may request information about you in order to meet our needs. For example, your prenatal care provider may request verification of your birth date before releasing your prenatal blood work to us. Another example is that your baby's pediatrician may request information on how much milk has been supplied to your baby.
- We may discuss your medical information with your health insurer to verify eligibility for benefits, obtain prior authorization, or to bill and receive payment for the services you receive from us.

- Certifying, licensing, or accrediting bodies may request information on our donors or recipients, in order to verify our operation and compliance with various standards.
- MMBNE staff may need to review your medical information in order to review the care provided, plan for future care, or educate staff.
- We may use your information to contact you in order to check on your pumping progress, paperwork needs, or to see how your baby is doing with donor milk. If we try to contact you by telephone and you are not available, we may leave a message with a family member or on your answering machine.
- We may display any pictures of your baby or family that you may send to us on our bulletin board or website. This will be done without any identifying information, unless we specifically ask your permission to identify you or your child.
- We may provide your medical information to our business associates so that they can perform certain functions or services on our behalf. These associates could include hospitals, blood and tissue laboratories, or fund raising organizations.
- We will disclose medical information about you if required to do so by federal, state, or local law.
- We may use and disclose medical information about you when necessary to prevent a serious threat to your health and safety or that of another person or the public.
- We may disclose medical information about you for public health activities. These activities may include: the prevention or control of disease, reporting of donor milk recipients, or reporting laboratory test results.
- We may disclose information to researchers when their research has been approved by an institutional review board that has reviewed the research proposal and established protocols to ensure the privacy of your health information.
- Inadvertent disclosures of information may happen as a result of people overhearing conversations in our offices. Every effort will be made to prevent this from happening.

We keep your personal health information private by:

- Your personal health information is kept in individual files in our office. The office is unlocked during the day when staff is present, but locked at all other times. Staff and volunteers who access files will be trained in issues of confidentiality and privacy.
- Publications coming from the Milk Bank office will contain no personal health information.
- If someone requests information from your medical record for a legitimate reason, this will be documented in your folder.
- Personnel trained in confidentiality and privacy issues access electronic records only through the Milk Bank's office computers.
- Milk containers with personal identifiers on them will be kept in bags in freezers, accessed only by staff and volunteers who have been trained in confidentiality and privacy issues.

Persons potentially inadvertently exposed to your private information include (a) volunteers, (b) staff of MMBNE, (c) donors of breast milk, (d) vendors, (e) students who are working with MMBNE in some capacity and (f) recipients or their guardians.

Your Rights Under This Notice

You have the right to (i) request inspection or copying of your record, (b) amend the information contained in your record, (c) request an accounting of all disclosures of health information and (d) request restrictions of access to your records. This should be in writing.

Send written request to:

Andrea Jorgensen, Outreach Director, MMBNE

POB 60-0091 Newtonville, MA 02460

andrea@milkbankne.org

781-535-7594

617-527-1005

You may issue a complaint, without risk of retaliation, to our office or the U. S. Department of Health and Human Services. If you would like to complain to our office, you may call or write to the contact information given above.

Please direct any questions or comments about this Notice to the contact information given above.