Our practice is dedicated to maintaining the privacy of your protected health information, PHI. In conducting our business, we will create records regarding you and the treatment we provide to you. We are required by law to maintain the confidentiality of health information that identifies you. By Federal and State law, we must follow the terms of the notice of privacy practices that we have in effect at this time.

These laws are complicated, but we must provide you with the following important information:

- How we may use and disclose your PHI
- Your rights regarding PHI about you
- Our obligations concerning the use and disclosure of your PHI

IF YOU HAVE QUESTIONS ABOUT THIS NOTICE PLEASE CONTACT:

TRINITY UNIVERSITY HEALTH SERVICES
COORDINATOR OF HEALTH SERVICES - PRIVACY OFFICER
ONE TRINITY PLACE
SAN ANTONIO, TEXAS 78212-7200
210-999-8111

Uses and Disclosures

*Treatment.* Your health information may be used by staff members or disclosed to other health care professionals for the purpose of evaluating your health, diagnosing medical conditions, and providing treatment. For example, results of laboratory tests and procedures will be available in your medical record to all health professionals who may provide treatment or who may be consulted by staff members. PHI may be provided to the University Athletic Trainer if you are participating in intercollegiate athletics. We may use and disclose PHI when you need a prescription, lab work, an x-ray or other health care services. We may use and disclose PHI about you when referring you to another health care provider.

*Payment.* Your health information may be used and disclosed if you seek payment from your health plan or from other sources of coverage such as an automobile insurer. For example, your health plan may request and receive information on dates of service, the services provided, and the medical condition being treated. Trinity University does not submit claims directly to your insurance company. PHI may be used when billing your student account for treatment received in Health Services.

*Health Care Operations.* Your health information may be used as necessary to support the day-to-day activities and management of Trinity University Health Services. For example, information on the services you received may be used to support budgeting and financial reporting, and activities to evaluate and promote quality. PHI may be used to ensure that you are in compliance with the university’s immunization and insurance requirements.

*Law Enforcement.* Your health information may be disclosed to law enforcement agencies, without your permission, to support government audits and inspections, to facilitate law enforcement investigations, and to comply with government mandated reporting.
Public Health Reporting. Your health information may be disclosed to public health agencies as required by law. For example, we are required to report certain communicable diseases to local and/or state public health departments.

Serious Threats to Health or Safety. We may disclose your protected health information when necessary to reduce or prevent a serious threat to your health and safety or the health and safety of another individual or the public.

Workers Compensation. We may release your health information for worker’s compensation and similar programs.

Electronic Communication. Health Services staff may contact patients by phone or email to request a follow up or send a reminder. The following summarizes the information you need to determine whether you wish to supplement your healthcare experience at our practice by electronically communicating with staff members.

General Considerations
- Email communication will be considered and treated with the same degree of privacy and confidentiality as written medical records.
- Standard email communication services such as AOL, Yahoo and Gmail are not secure. This means that the email messages are not encrypted and can be potentially intercepted and read by unauthorized individuals.
- Your email address will not be used for external marketing purposes without your permission. You may receive a group emailing from Health Services, however, the recipients email addresses will be hidden.
- Telephone messages will contain limited personal health information. The message may be a reminder of an appointment, a request for follow up or brief instruction from the nurse or physician. Phone messages may not be secure and can be intercepted or overheard.

Healthcare Team Responsibilities
- Staff will only use T-mail addresses for students unless Health Services receives a written request that we use an alternate email address.
- Health Services staff may route email messages to other members of the staff for information purposes or for expediting a response.
- Designated staff may receive and read your email.
- Every attempt will be made to respond to your email message within 2 business days (Monday-Friday, non-holidays). If you do not receive a response from Health Services within 2 business days please contact us by phone at (210) 999-8111.
- Copies of emails sent and received from and to you could be incorporated into your medical record. You are advised to retain all electronic correspondence for your own files.

Patient Responsibilities
- Email messages should not be used for emergencies or time sensitive situations. In the event of a medical emergency on campus you should immediately call TUPD at (210) 999-7000 and off-campus call 911. For emergent or time sensitive situations, you should contact Health Services by phone. Appointments will not be made by email.
- Email messages should be concise. Please arrange for a physician appointment or walk-in to see the nurse if the issue is too complex or sensitive to discuss via email.
- Please include your full name and the topic, i.e., medication question, in the subject line. This will serve to identify you as the sender of the email.
- Please acknowledge that you received and read the message by return email to the sender.
- Phone messages may be left on your cell phone during class or other times when you may not wish to be interrupted. You may turn your phone off or silence the ringer during these times.
Other uses & disclosures require your authorization.

Disclosures of your health information or its use for any purpose other than those listed above require your specific written authorization. If you change your mind after authorizing a use or disclosure of your information, you must submit a written revocation of the authorization. However, your decision to revoke the authorization will not affect or undo any use or disclosure of information that occurred before you notified us of your decision.

Individual Rights

You have certain rights under the federal privacy standards. These include:

- The right to request restrictions on the use and disclosure of your protected health information
- The right to receive confidential communications concerning your medical condition and treatment
- The right to inspect and receive a copy your protected health information
- The right to amend or submit corrections to your protected health information
- The right to receive an accounting of how and to whom your protected health information has been disclosed
- The right to receive a printed copy of this notice upon request

Right to Revise Privacy Practices

As permitted by law, we reserve the right to amend or modify our privacy policies and practices. These changes in our policies and practices may be required by changes in federal and state laws and regulations. The revised policies and practices will be applied to all protected health information that we maintain.

Requests to Inspect Protected Health Information

As permitted by federal regulation, we require that requests to inspect or copy protected health information be submitted in writing. You may obtain a form to request access to your records by contacting a member of the Health Services staff.

Complaints

If you would like to submit a comment or complaint about our privacy practices, you can do so by sending a letter outlining your concerns to:

TRINITY UNIVERSITY
HEALTH SERVICES
Attn: Privacy Officer
ONE TRINITY PLACE #80
SAN ANTONIO, TEXAS 78212-7200

If you believe that your privacy rights have been violated, you should call the matter to our attention by sending a letter describing the cause of your concern to the same address. You will not be penalized or otherwise retaliated against for filing a complaint. Contact Person: Coordinator of Health Services, 210-999-8111

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