

WELCOME TO CSU CHANNEL ISLANDS STUDENT HEALTH SERVICES

NOTICE OF PRIVACY PRACTICES

Student Health Services (SHS) is staffed by a team of medical professionals to assist you in addressing your physical concerns. In order to provide you with the highest quality of care, we utilize an integrated treatment approach. Our interdisciplinary team of clinicians works collaboratively to optimize your wellness through seamless prevention and intervention. We value the privacy of our patients and the confidentiality of the personal and health information entrusted to us. In order to protect your personal health information, we have policies and procedures regarding disclosure of your Personal Health Information (PHI).

How We May Use and Disclose Medical Information About You

Medical Treatment: Information obtained by a clinician (e.g., a physician, nurse practitioner, medical assistant) or other member of your health care team will be documented in your medical record and used to determine the course of treatment that we believe will work best for you. SHS staff works as an integrated treatment team to provide quality care. SHS contracts with other healthcare entities in order to provide certain ancillary services and support staffing needs. All contracted entities are required to uphold the same strict security and confidentiality policies and procedures. In an emergency situation, SHS staff may refer you to another clinician or hospital and vital information may be shared with these health care providers.

Billing/Payment: SHS may use and disclose health information about you so that the treatment and services you receive may be billed to and payment may be collected from you or a payer. For example, we may need to give your health plan information about a service you received here so that your health plan will reimburse you for the service. In cases of unpaid financial obligations, SHS will send the charge to Student Financial Services to be processed. The bill will show the following health information: name, student identification number, and date of service. No information relating to medical diagnoses, treatment/procedure, counseling session, or medications will be on this document.

Quality Improvement and Oversight Activities: Members of the clinical staff and quality improvement team may use information in your health record to assess the care and outcomes in your case and others like it. This information will then be used in an effort to continually improve the quality and effectiveness of the health care and services we provide. Oversight may include internal and external audits, chart reviews, investigations, licensures, and inspections required for compliance with government, college, accreditation programs, and any federal, state, or local law. Only the minimal necessary information will be released. On occasion, these reviews will involve citing of individual information by the auditor, accreditation surveyors, etc. All individuals performing these reviews, audits, etc. will be required to agree with and sign the non-disclosure confidentiality standards of SHS before being allowed access.

Public Health and Safety: Health information may be disclosed as required by law to the proper authorities to report deaths, certain infectious diseases, occupational injuries and diseases, child abuse/neglect, domestic violence, problems with medications, and other products as required by law to prevent/control disease, injury or disability to the patient or to others. In life threatening/extreme emergency situations, we may use or disclose health information to notify, or assist in notifying a family member, personal representative, or another person responsible for your care, your location, and general condition. Information may be disclosed if it is determined that there is imminent danger to self or others, or unable to care for themselves. In rare cases where there is a risk to the student or community, SHS reserves the right to notify the Office of the Vice President for Student Affairs or Campus Police.

As Required by Law: We will disclose health information about you when required to do so by federal, state, or local law. It may also be disclosed when legally requested by national security, intelligence, and other federal officials.

Research and Training Participation: SHS participates in the research and teaching mission of the university. Therefore, students from medical schools or nursing programs may participate in your care under the close supervision of a licensed professional. You have the right to decline if you do not wish for a student to be involved in your care. Aggregate data, that does not identify an individual, may also be gathered and used for research.

Communication: SHS may contact you by phone, text, email, patient portal, voicemail, or letter as needed at the listed telephone number and/or address to follow up on care, provide a reminder of an appointment, or to relay other relevant information. Lab results WILL NOT be left on a voicemail unless prior permission has been received. SHS does not use e-mail to initiate therapeutic conversations, as e-mail is not considered confidential. Your e-mail address will be used for scheduling purposes and patient feedback surveys only. Unless the patient withdraws consent in writing, PHI will be made available to the patient via a secure patient portal established for each student.

Your Individual Rights

You have a right to:

1. Look at or obtain copies of your medical information. You must make your request in writing. You may also request access by sending a letter to the CSU Channel Islands Student Health Services. A fee may be charged for copying medical records.
2. Request that we place additional restrictions on our use or disclosure of your medical information. We are not required to agree to these additional restrictions, but if we do, we will abide by our agreement (except in the case of an emergency).

3. Request that we communicate with you about your medical information by different means or to different locations. Your request that we communicate your medical information to you by different means or to different locations must be made in writing to CSU Channel Islands Student Health Services.
4. Request that we change your medical information. We may deny your request if we did not create the information you wanted changed or for certain other reasons. If we deny your request, we will provide you with a written explanation. You may respond with a statement of disagreement that will be added to the information you wanted changed. If we accept your request to change the information, we will make reasonable efforts to tell others, including people you name, of the change and to include the changes in any future sharing of that information.

Changes to this Notice

California State University Channel Islands, Student Health Services reserves the right to change its privacy practices. If we make a change in our privacy practices, you will be notified of the changes through the student portal. Copies of this Notice may be obtained from the reception desk located in Student Health Services (SHS), Yuba Hall or on our website at: <http://www.csuci.edu/studenthealth/>.

Information and Complaints

Patients may file complaints regarding the security and/or privacy of their personal health information to:

ATTN:
Director of Student Health Services
California State University Channel Islands
One University Drive
Camarillo, CA 93012
(805) 437-8828

If you believe your privacy rights have been violated, you can file a complaint with the Secretary of Health and Human Services. There will be no retaliation for filing a complaint.

Please scan the QR code below to access the form electronically or access a copy online at: <http://www.csuci.edu/studenthealth/>