

Patient HANDBOOK



[HENDRICKS.ORG](https://www.hendricks.org)



THE HENDRICKS WAY

The Hendricks Regional Health culture is built on our vision to be the community's indispensable healthcare partner and on these seven values: Respect, Empathy, Integrity, Courage, Collaboration, Loyalty and Engagement. To our physicians and associates, these words ignite a passion to provide the best possible care to our patients, our community and each other.

More than 2,200 associates live these core values each day through a shared philosophy of patient-centered, high-quality, low-cost care. Our values, along with a holistic, integrated model of care, have helped us become a national trendsetter in quality, patient experiences and wellness. Our values represent the culture of excellence and compassion that makes our healthcare system so unique.

COLOR-CODING FOR YOUR PROTECTION

For your safety, hospitals use wristbands as a communication tool so all staff can provide the best possible care. Wristbands with color-coded stickers protect you because they indicate who you are and any special needs or restrictions related to your care.

Allergy

RED

RED stickers notify staff of the patient's allergies such as medications, foods, dust, grass or pets.

DNR

PURPLE

PURPLE stickers alert staff to check the patient's chart for end-of-life directives to be honored in the event of cardiac arrest.

Fall Risk

YELLOW

YELLOW stickers inform staff that the patient needs assistance walking or getting up to help prevent falls.

Latex Allergy

GREEN

GREEN stickers tell staff that the patient has allergies to latex, so non-latex supplies will be used.

Limb Alert

PINK

PINK stickers mean that staff should avoid using the patient's marked limb for blood draws, IV insertions and other medical procedures.



YOUR HOSPITAL TEAM

When you are in the hospital, many people are involved in your care. If you want to speak with a member of your hospital team, or need additional services, please contact your nurse.

MEDICAL STAFF

The physician who admits you to the hospital is responsible for directing your care while you are here. Please consult your physician when you have questions about your illness and/or treatments.

NURSING STAFF

To help ensure that you receive extraordinary care, you are assigned to a registered nurse (R.N.) who oversees and helps coordinate your care. You are encouraged to take an active role in planning your care, such as helping your physician and R.N. establish goals for your care and recovery. Any questions or concerns you may have during your stay can always be directed to one of your nurses.

NURSE / SOCIAL WORK CASE MANAGEMENT

Nursing or social work case managers will coordinate the health care team to assist you in developing a plan towards optimal wellness following your discharge. Case managers will work with you to connect you with appropriate resources in the community including, but not limited to home health care, home medical equipment and rehabilitation services. Case managers can assist you with questions about payment of medical services and financial assistance as well as information on advanced directives. Case managers act as patient advocates and provide support for the emotional challenges that often accompany illness. All patients may request an evaluation for assistance with discharge needs at any time.

CHAPLAINCY SERVICES/ PASTORAL CARE

A chaplain is always available to assist you, whatever your religious preference. The chaplaincy department is happy to contact a representative of your own denomination or faith. A representative of your faith is always welcome to visit you while you are a patient here.

NUTRITION AND DIETETICS

Our staff of nutrition experts and registered dietitians actively collaborate with other staff members, such as physicians, nurses, pharmacy personnel, therapists and social workers to ensure superior patient care. They also serve patients by providing nutrition education and nutrition assessments. If you feel working with a dietitian would be beneficial as part of your medical care, please contact your nurse.

With our room service dining program, At Your Service, you can choose from a variety of delicious, made-to-order fare that is prepared especially for you and delivered when you are ready to eat. Room service staff will provide menus and instructions to access this service.

VOLUNTEERS

Volunteers add that special touch by lending their support in many different areas of our hospital and are available to answer questions or provide assistance.

OTHER PERSONNEL

During your stay you may be visited by other health care professionals, including staff from the laboratory and radiology departments, and physical or occupational therapists. In addition, the Hendricks Regional Health family includes many behind-the-scenes workers, such as accountants, engineers, secretaries and food service workers who all contribute to your well-being.

FEEDBACK

At Hendricks Regional Health, we are committed to providing award-winning patient experiences. If you have an immediate concern you would like to share, please ask to speak to the department manager or director of your location. We are dedicated to resolving your concerns and providing you with the best patient experience possible.

After your stay, you may be randomly selected to participate in a telephone survey. A representative may contact you to ask a few questions about your visit. This includes inviting you to share what we are doing well, and where we have opportunities for improvement. All responses are kept confidential. This survey is required by the Department of Medicare and Medicaid Services (CMS). If you received a call and would like to be taken off of the list for any future phone calls, please contact our Director of Patient Experience at (317) 745-8650.

In addition, please feel free to contact the Director of Patient Experience with compliments, concerns or questions about your visit at (317) 745-8650.

SMOKING POLICY

Hendricks Regional Health campuses are smoke-free facilities. We believe it is critical to stop the use of cigarettes and tobacco products to speed recovery and promote long-term health. Therefore:

- There will be no use of tobacco products or E-cigarettes within any building owned or managed by Hendricks Regional Health.
- Visitors, outpatients and medical personnel who are not employed by Hendricks Regional Health may utilize tobacco products or E-cigarettes only while in their vehicles.
- Inpatients, outpatients and observation patients admitted to a unit are not permitted to use tobacco products or E-cigarettes.

ADVANCE DIRECTIVES

In compliance with the Patient Self Determination Act, adult (at least 18 years) inpatients will be asked upon admission if they have any advance directives concerning their health care and medical treatment. Ask your nurse if you would like to speak to someone about creating an advance directive.

FIRE DRILLS

For your protection, Hendricks Regional Health routinely conducts fire drills and disaster drills. These will be announced via the overhead paging system three times with the location of the drill. If a drill occurs while you are here, remain in your room and do not become alarmed.

PERSONAL ITEMS

Articles of clothing, blankets, purses or other personal property including money, jewelry or valuables brought with you, but not required in the hospital, should be taken home. Personal property is kept at your own risk and Hendricks Regional Health is not liable in the event of loss or damage.

NO HENDRICKS REGIONAL HEALTH ASSOCIATE HAS THE AUTHORITY TO WAIVE THIS RULE.

PATIENT SAFETY

Hendricks Regional Health is dedicated to providing safe and appropriate care. As a patient, it is your right and responsibility to work with your health care team and to ask questions whenever necessary. By openly sharing your thoughts and concerns with the doctors and nurses caring for you, we can better provide you with a successful care plan and recovery.



SAFE CARE TIPS DURING YOUR HOSPITAL STAY

- While you are in bed, keep the bedrails near your head in the up position. Also, always keep the bed in the lowest position to the floor with the brake on.
- Feel free to keep a dim light on at night.
- Wear non-skid footwear to help prevent falling. If you don't have a pair from home, ask your nurse to provide them.
- Press the call light button on your bed controls to ask for help if you feel weak or dizzy when getting out of bed.
- Don't be embarrassed to ask for help in the bathroom. Our nursing staff is happy to help. A call button/cord is available in every patient restroom if you need it.
- Our staff will request to safety check any personal property item with a cord or plug.
- Let nursing staff know if you see a spill on the floor.
- Please let nursing staff know if you leave the unit.

HELP PREVENT ERRORS IN YOUR CARE

Research shows that patients who take part in decisions about their own health care are more likely to get better faster. We encourage you to ask your medical team if you have any questions or concerns about your care, including medical forms, procedures, tests or medications.

FOR COMPLIMENTS, COMPLAINTS, AND FILING A GRIEVANCE

Our goal is for every patient to have an extraordinary experience. To share a compliment, complaint, or file a grievance, please contact the Director of Patient Experience at (317) 745-8650.

YOUR RIGHTS AND RESPONSIBILITIES AS A PATIENT

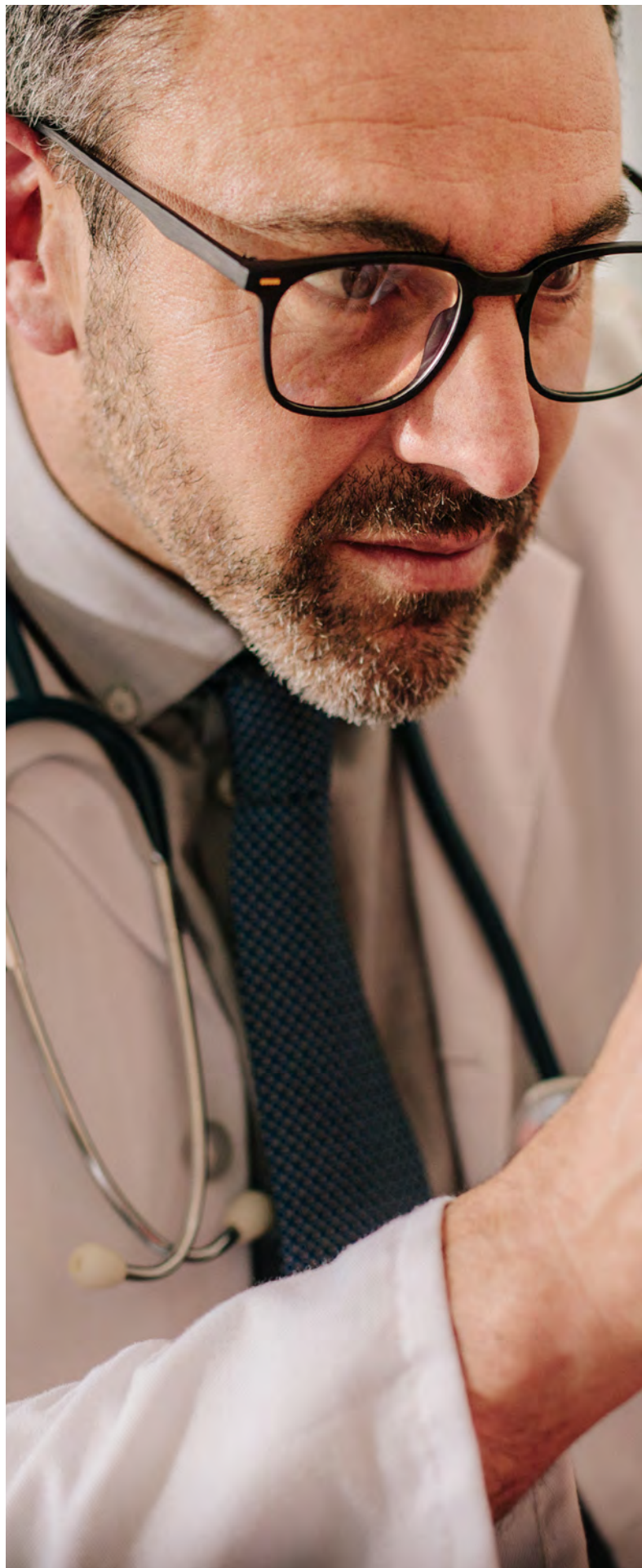
Providing quality care requires the cooperation of you and your health care provider and the hospital staff. Hendricks Regional Health wants you to know that, as our patient, you have certain rights and responsibilities.

YOUR RIGHTS AS A PATIENT

1. You have the right to considerate and respectful care.
2. You have the right to participate in your care, including developing and implementing a care plan.
3. You have the right to appropriate medical treatment regardless of age, gender, sexual orientation, race, religion, national origin, handicap, disability or the source of payment for our care.
4. You have the right to a reasonable response to your request for services in a reasonable timeframe.
5. You have the right to have medical information provided to you in terms you can understand which may include access to an interpreter should a language or communication barrier exist.
6. You have the right to discuss with your health care provider any treatment, procedure or operation planned for you so that you may understand the purpose, probable result, alternatives and risks involved before giving permission.
7. You have the right to obtain from your health care provider complete and current information concerning your diagnosis, treatment and possible outcome in understandable terms. When it is not possible or medically advisable to give such information to you, the information will be made available to an appropriate person on your behalf.
8. You have the right to refuse treatment to the extent permitted by law and to be informed of the consequences of your refusal.
9. You have the right to appoint a healthcare representative, healthcare power of attorney or surrogate decision-maker regarding your care.
10. You have the right to exercise advance directives regarding your care to the extent permitted by law. If you or your family need help making difficult end-of-life decisions, staff is available to help you.
11. You have the right to personal and informational privacy and confidentiality concerning your medical care program, financial information and treatment. A copy of the Notice of Privacy Practices is available upon request.
12. You have the right to have a family member or representative of your choice and your personal health care provider notified of your admission to Hendricks Regional Health.
13. You have the right to expect care in a safe setting and clean environment.
14. You have the right to receive care free from all forms of abuse and/or harassment.
15. You have the right to access information in your clinical record to the extent permitted by law.
16. You have the right to be free from restraints of any form that are not medically necessary or are used as a means of coercion, discipline, convenience or retaliation by staff.
17. You have the right to be fully informed if your health care provider proposes to engage in any unusual, experimental or research-based care or treatment. You have the right to refuse to consent to, or participate in, such care without coercion or retaliation by staff.
18. You have the right to obtain information as to any relationship of Hendricks Regional Health to other healthcare providers and educational institutions participating in your care. You have the right to obtain the name, position and professional relationships of all individuals treating you. You have the right to request that students not provide your care.
19. You have the right to discuss with your health care provider or request a second opinion from another member of the medical staff regarding the reason for a proposed change in your care. You also have the right to request an ethics consultation to address actual or potential issues that may arise.
20. You have the right to expect an explanation concerning the need for a transfer within the hospital or to another facility as well as coordination, which provides continuity of care following the transfer.

21. You have the right to understand the source of payment for services provided and any limitations this may place on your care.
22. You have the right to see your itemized hospital bill, have it explained to you and to inquire about financial assistance in paying your bill or filing insurance forms.
23. You have the right to be visited, should you so desire, by anyone you or your representative chooses. You may deny visitors at any time. Hendricks Regional Health may restrict or limit visitation for reasonable or clinical reasons. You or your representative may inquire about restrictions to visiting.
24. You have the right to have pain treated as effectively as possible. As a patient, you can expect information about pain and pain relief measures and a concerned staff committed to pain prevention and treatment.
25. Your family has the right of informed consent for donation of organs and tissues.
26. You have the right to be informed about outcomes care, including those outcomes that differ significantly from anticipated outcomes.
27. You have the right to know what care you should seek after discharge.
28. You have the right to express a complaint or grievance and to expect timely follow up.
29. You have the right to know what Hendricks Regional Health rules and regulations apply to your conduct as a patient.
30. You have the right to leave Hendricks Regional Health against your health care provider's advice to the extent permitted by law. If you refuse treatment or leave the hospital against your health care provider's advice, Hendricks Regional Health and your health care provider will not be responsible for any harm that this action may cause you or others.

The health care providers at Hendricks Regional Health care for the sick and injured. They recognize that to be effective, the effort must be a partnership of the patient and the healthcare team working together for a common goal. As a patient you will be expected, within the limits of your abilities, to assume a share of the responsibility for your healthcare.





YOUR RESPONSIBILITIES AS A PATIENT

1. You have the responsibility to provide complete and accurate information about present complaints, past illnesses, hospitalizations, surgeries, prescribed and over-the-counter medications, past allergic reactions, changes in your condition and other matters relating to your health to the best of your ability in order for care to be coordinated in a safe manner.
2. You have the responsibility to cooperate with all Hendricks Regional Health personnel caring for you and to ask questions if you do not understand any instructions, course of action or expectations.
3. You have the responsibility to help your doctors, nurses and other Hendricks Regional Health personnel by following their instructions concerning treatment and safety.
4. You have the responsibility to be considerate of other patients and staff, and to see that your visitors are considerate as well, particularly in regard to noise, the number of visitors and the compliance with the smoke-free environment.
5. You have the responsibility to be respectful of others, of other people's property and that of Hendricks Regional Health.
6. You have the responsibility to discuss pain relief options, assist in determining a plan for the management of pain and ask for pain relief when your pain first begins, help your caregivers measure the extent of your pain and to tell your doctor and nurses if your pain continues.
7. You have the responsibility for following Hendricks Regional Health rules and regulations.
8. You assume the responsibility for your actions if you refuse treatment or do not follow instructions.
9. You have the responsibility to be prompt in your payment of hospital bills, to provide the information necessary for insurance processing and to be prompt about asking questions you have concerning the bill.
10. After you leave Hendricks Regional Health, you have the responsibility to maintain the treatment recommended by your doctor and to notify him or her of any changes.

11. You have the responsibility to share any values, spiritual beliefs or advanced directive that are important to your care and well-being.
12. You have the responsibility of informing Hendricks Regional Health as soon as possible if you believe any of your rights have been or may be violated. You are encouraged to bring such concerns to the attention of your doctor or the nursing management on your unit, or you may call Hendricks Regional Health administration at (317) 745-3786.

These rights and responsibilities apply to the guardian and/or parent of children and neonates and to the patient's family, designated healthcare representative or healthcare power of attorney. If you have concerns about your care, you may file a complaint by phone or in writing with the Indiana State Department of Health (ISDH) or Hendricks Regional Health:

Indiana State Department of Health
(317) 233-1325
2 N. Meridian
Indianapolis, IN 46204

or

Hendricks Regional Health, Safety/Risk
Manager
(317) 745-3835
1000 E. Main Street
Danville, IN 46122

At your admission, you received the most current Patient Rights, which has been expanded.

JOINT NOTICE OF PRIVACY PRACTICES

This notice describes how medical information about you may be used and disclosed and how you can get access to this information. Please review it carefully.

OUR RESPONSIBILITIES

Hendricks Regional Health takes the privacy of your health information seriously. We are required by law to maintain that privacy and to provide you with this Notice of Privacy Practices. This Notice is provided to tell you

about our duties and practices with respect to your information. We are required to abide by the terms of this Notice that is currently in effect.

HENDRICKS REGIONAL HEALTH ORGANIZED HEALTH CARE ARRANGEMENT

Physicians who are not employees of Hendricks Regional Health, but who may provide treatment to you, including physicians in the emergency department, on-call physicians, attending physicians, radiologists, pathologists, anesthesiologists, medical directors, radiation oncologists and surgeons, may use and disclose your health information to carry out treatment, payment and health care operations in accordance with this Notice. In addition, physician assistants, surgical technicians, nurse practitioners and others who work with these physicians at this facility may also use your health information.

HOW WE MAY USE AND DISCLOSE YOUR HEALTH INFORMATION

The following categories describe different ways that we use and disclose your health information. Not every use or disclosure in a category will be listed. However, all of the ways we are permitted to use and disclose information will fall within one of the categories.

FOR TREATMENT

We may use health information about you to provide you with treatment, health care or other related services. We may disclose your health information to doctors, nurses, aids, technicians or other employees who are involved in taking care of you. Additionally, we may use or disclose your health information to manage or coordinate your treatment, health care or other related services. We may release your health information to your health insurance company to obtain approval for a specific procedure or treatment. We may release your health information to a hospital or extended health care facility if you are transferred from our facility to another.

FOR PAYMENT

We may use and disclose your health information to bill and collect for the treatment and services we provide to you. We may send your health information to an insurance company or other third party for the payment purposes including to a collection service.

FOR HEALTH CARE OPERATIONS

We may use and disclose your health information for health care operations. These uses and disclosures are necessary to run Hendricks Regional Health, to make sure you receive competent, quality health care, and to maintain and improve the quality of health care we provide. This would include follow-up contact via phone or by written communication to check on your status after a hospital stay, surgery or test. We may also provide your health information to accreditation entities to maintain our accreditation.

AS REQUIRED BY LAW

We will disclose your health information when required to do so by federal, state or local law. Hendricks Regional Health may disclose your health information when required by law for such incidents as suspected abuse, workman's compensation or by a court order.

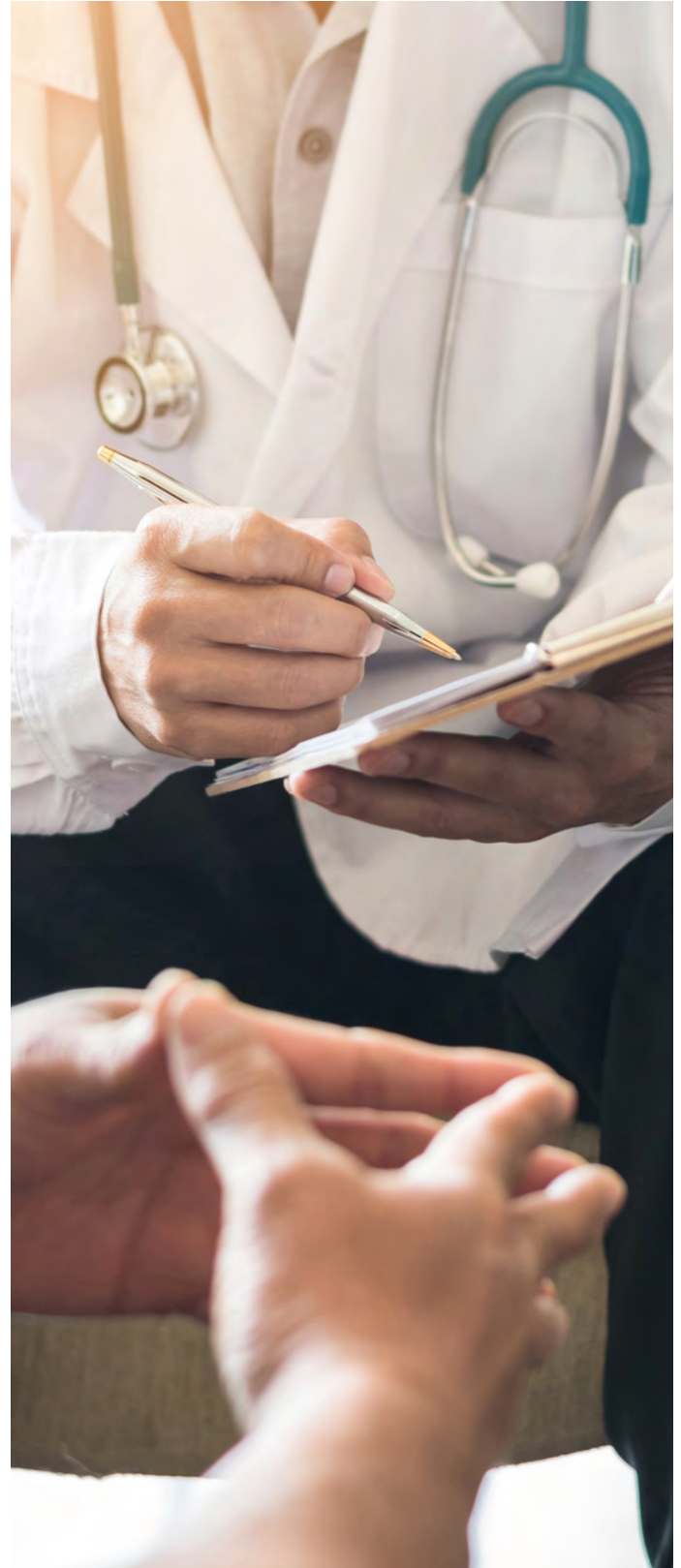
FOR PUBLIC HEALTH PURPOSES

We may disclose your health information for public health activities. While there may be others, public health activities generally include the following:

- Preventing or controlling disease, injury or disability;
- Reporting births and deaths;
- Reporting defective medical devices or problems with medications;
- Notifying people of recalls of products they may be using; and
- Notifying a person who may have been exposed to a disease or may be at risk for contracting or spreading a disease or condition.
- Reporting of confirmed cases of cancer to the Indiana State Cancer Registry.

ABOUT VICTIMS OF ABUSE

We may disclose your health information to notify the appropriate government authority if we believe you have been the victim of abuse, neglect or domestic violence. We will only make this disclosure if you agree or when required or authorized by law.



HEALTH OVERSIGHT ACTIVITIES

We may disclose your health information to a health oversight agency for activities authorized by law. These oversight activities might include audits, investigations, inspections, and licensure. These activities are necessary for the government to monitor the health care system, government benefit programs, and compliance with civil rights laws.

JUDICIAL PURPOSES

We may disclose your health information in response to a court or administrative order. We may also disclose your health information in response to a subpoena, discovery request, or other lawful process by someone else involved in a dispute, but only if efforts have been made to tell you about the request, in which you were given an opportunity to object to the request, or to obtain an order protecting the information requested.

LAW ENFORCEMENT

We may release health information if asked to do so by a law enforcement official, if such disclosure is:

- Required by law;
- In response to a court order, subpoena, warrant, summons or similar process;
- To identify or locate a suspect, fugitive, material witness, or missing person;
- About the victim of a crime if, under certain limited circumstances, we are unable to obtain the person's agreement;
- About a death we believe may be the result of criminal conduct;
- About criminal conduct at Hendricks Regional Health; or
- In emergency circumstances to report a crime; the location of the crime or victims; or the identity, description or location of the person who committed the crime.





CORONERS, MEDICAL EXAMINERS AND FUNERAL DIRECTORS

In certain circumstances, we may disclose health information to a coroner or medical examiner. This may be necessary, for example, to identify a deceased person or determine the cause of death. We may also release health information about individuals to funeral directors as necessary to carry out their duties.

ORGAN AND TISSUE DONATION

We may disclose your health information to organizations that handle organ procurement or organ, eye or tissue transplantation or to an organ donation bank, as necessary to facilitate organ or tissue donation and transplantation.

TO AVERT A SERIOUS THREAT TO HEALTH OR SAFETY

We may use and disclose your health information when we believe it is necessary to prevent a serious threat to your health and safety or the health and safety of the public or another person.

MILITARY AND VETERANS

If you are a member of the armed forces, we may release your health information as required by military command authorities. We may also release health information about foreign military personnel to the appropriate foreign military authority.

NATIONAL SECURITY AND INTELLIGENCE ACTIVITIES

We may release your health information to authorized federal officials for lawful intelligence, counterintelligence, and other national security activities authorized by law.

PROTECTIVE SERVICES FOR THE PRESIDENT AND OTHERS

We may disclose your health information to authorized federal officials so they can provide protection to the President, other authorized persons or foreign heads of state or for the conduct of special investigations.

CUSTODIAL SITUATIONS

If you are an inmate in a correctional institution and if the correctional institution or law enforcement authority makes certain representations to us, we may disclose your health information to a correctional institution or law enforcement official.

WORKERS' COMPENSATION

We may disclose your health information as authorized by and to the extent necessary to comply with workers' compensation laws or laws relating to similar programs.

TREATMENT ALTERNATIVES, APPOINTMENT REMINDERS AND HEALTH-RELATED BENEFITS

We may use and disclose your health information to tell you about or recommend possible treatment alternatives or health-related benefits or services that may be of interest to you. Additionally, we may use and disclose your health information to provide appointment reminders. If you do not wish us to contact you about treatment alternatives, health-related benefits, or appointment reminders, you must notify us in writing, and state, which of those activities you wish to be excluded from.

FUNDRAISING ACTIVITIES

On rare occasions, we may use your health information to contact you in an effort to raise money for Hendricks Regional Health. We may disclose health information to a foundation related to Hendricks Regional Health so that the foundation may contact you to raise money for Hendricks Regional Health. In these cases, we would release only contact information, such as your name, address and phone number and the dates you were here. If you do not want us to contact you for fundraising efforts, you must notify in writing the person listed on the last page of this Notice.

FACILITY DIRECTORY

We may include certain limited information about you in our directory. This information may include your name, location in the Hospital, your general condition (e.g., fair, stable, etc.) and your religious affiliation. The directory information, except for your religious affiliation, may also be released to people who ask for you by name. Your religious affiliation may be given to a member of the clergy, such as a priest or minister, even if they do not ask for you by name. If you do not wish to be included in the facility directory please notify us at the time of admission.

INDIVIDUALS INVOLVED IN YOUR CARE OR PAYMENT FOR YOUR CARE

We may release health information about you to a family member, other relative, or any other person identified by you who is involved in your health care. The Caregiver Advise, Record and Enable Act (CARE ACT) requires hospitals to collect a name and contact information from patients who wish to identify an individual who will provide care to the patient in the patient's home following discharge from the hospital. We may also give information to someone who helps pay for your care. We may contact your family, friends, personal representative or other person responsible for your health care about your condition and inform them that you are at Hendricks Regional Health.

THIRD PARTIES

We may disclose your health information to third parties with which we contract to perform services on our behalf. If we disclose your information to these entities, we will have an agreement by them to safeguard your information.

INCIDENTAL USES AND DISCLOSURES

We will make every physical and technical effort to safeguard your health information. However, there may be occasions where others may inadvertently see or overhear your health information.

OTHER USES OF HEALTH INFORMATION

Other uses and disclosures of health information not covered by this Notice or the laws that apply to us will be made only with your written authorization. If you provide us authorization to use or disclose your health information, you may revoke all or part of that authorization, in writing, at any time. If you revoke your authorization, we will no longer use or disclose health information about you for the reasons covered by your written authorization. You understand that we are unable to take back any disclosures we have already made under the authorization, and that we are required to retain our records of the care that we provided to you.

YOUR RIGHTS REGARDING YOUR HEALTH INFORMATION

You have the following rights regarding health information we maintain about you:

RIGHT TO REQUEST RESTRICTIONS

You have the right to request a restriction or limitation on the health information we use or disclose about you for treatment, payment or health care operations. You also have the right to request a limit on the health information we disclose about you to someone who is involved in your care or the payment for your care. We will accommodate all reasonable requests. If we agree, we will comply with your request unless the information is needed to provide you emergency treatment. We are not obligated by state or federal law to agree with all requests. All requests for restrictions must be made in writing and submitted to the address found at the end of the Notice. In your request, you must tell us (1) what information you want to limit; (2) whether you want to limit our use, disclosure or both; and (3) to whom you want the limits to apply.

RIGHT TO REQUEST CONFIDENTIAL COMMUNICATIONS

You have the right to request that we communicate with you or your responsible party about your health care in an alternative way or at a certain location. All requests for confidential communications must be made in writing and submitted to the address found at the end of the Notice. We will not ask you the reason for your request. We will accommodate all reasonable requests. Your request must specify how or where you wish to be contacted.

RIGHT TO INSPECT AND COPY

You have the right to inspect and copy health information that may be used to make decisions about your care. To inspect and copy health information that may be used to make decisions about you, submit your request in writing to the address found at the end of the Notice. We may charge a fee for the costs of copying, mailing or other supplies associated with your request.

RIGHT TO AMEND

You have the right to ask us to amend your health and/or billing information for as long as the information is kept by us. All requests for amendment must be made in writing and submitted to the address found at the end of the Notice. In addition, you must provide a reason that supports your request. We may deny your request for an amendment if it is not in writing or does not include a reason to support the request. In addition, we may deny your request if you ask us to amend information that:

- Was not created by us, unless the person or entity that created the information is no longer available to make the amendment
- Is not part of the health information kept by or for us
- Is not part of the information which you would be permitted to inspect and copy or
- Is accurate and complete

RIGHT TO AN ACCOUNTING OF DISCLOSURES

You have the right to request a list of certain disclosures that we have made of your health information. All requests for this list of disclosures must be submitted in writing to the address found at the end of the Notice. Your request must state a time period, which may not be longer than six years. Your request should indicate in what form you want the list (for example, on paper, electronically). The first list you request within a twelve-month period will be free. For additional lists, during such twelve-month period, we may charge you for the costs of providing the list. We will notify you of the cost involved and you may choose to withdraw or modify your request at that time before any costs are incurred.

RIGHT TO A PAPER COPY OF THIS NOTICE

You have the right to a paper copy of this Notice. You may ask us to give you a copy of this Notice at any time. Even if you have agreed to receive this Notice electronically, you are still entitled to a paper copy of this Notice. You may obtain a copy of this Notice at our web site at hendricks.org. All requests for a paper copy of this Notice must be submitted to the address found at the end of the Notice.

WHO THIS NOTICE APPLIES TO

This Notice describes Hendricks Regional Health and those of:

- Any health care professional authorized to enter information into or consult your medical record
- All departments and units of Hendricks Regional Health
- Any member of a volunteer group we allow to help you
- All employees, staff and other Hendricks Regional Health personnel
- All entities of Hendricks Regional Health and its medical staff will comply with the terms of this privacy notice. In addition, these entities, sites and locations may share health information with each other for treatment, payment or operations purposes described in this Notice



CHANGES TO THIS NOTICE

We reserve the right to change this Notice. We reserve the right to make the revised Notice effective for health information we already have about you as well as any information we receive in the future. We will post a copy of the current Notice in a clear and prominent location to which you have access. The Notice is also available to you upon request. The Notice will contain on the first page, in the top right-hand corner, the effective date. In addition, if we revise the Notice, we will provide you a copy of the current Notice in effect upon request.

PRIVACY RIGHTS

If you believe your privacy rights have been violated, you may file a complaint by phone or in writing with the Secretary of the Department of Health and Human Services or with Hendricks Regional Health. You will not be penalized for filing a complaint.

Department of Health and Human Services
(312) 353-5160
233 N. Michigan Ave., Suite 1300
Chicago, IL 60601

or

Hendricks Regional Health,
Health Information Management
(317) 745-3474
1000 E. Main Street
Danville, IN 46122

Revised August 2019

MYCHART

MyChart offers patients of Hendricks Regional Health personalized and secure online access to their medical records. It enables you to securely use the internet to help manage and receive information about your health and medical information.

With the MyChart patient portal or through the MyChart app, you can:

- View your health summary from your electronic health record at Hendricks Regional Health and Hendricks Regional Health Medical Group
- View test results
- Request or schedule medical appointments
- Request prescription renewals
- Access trusted health information resources
- Communicate electronically and securely with your healthcare provider

Visit **MyChart.Hendricks.org** to enroll, or call **(317) 456-9060** for assistance.

