

The Harbor Senior Care – Privacy Policy

Updated: December 2025

The Harbor Senior Care (“we,” “our,” or “the Facility”) is committed to protecting the privacy and confidentiality of our residents, their families, our employees, and all visitors to our community. This Privacy Policy explains how we collect, use, disclose, and safeguard personal information in accordance with applicable federal and Nebraska state laws, including the Health Insurance Portability and Accountability Act (HIPAA).

1. Information We Collect

We may collect the following categories of information:

A. Resident Personal Information

- Name, address, phone number, email
- Date of birth, gender, emergency contacts
- Social Security number and insurance information
- Power of attorney, guardianship, or legal representative documents

B. Health & Medical Information (Protected Health Information – PHI)

- Medical history and current conditions
- Physician orders and care plans
- Medication lists
- Treatment notes and progress documentation

C. Financial & Billing Information

- Insurance details
- Payment history
- Banking or credit card information (if applicable)
- Responsible party information

D. Operational & Safety Information

- Video surveillance footage (common areas only)

- Incident reports
- Visitor logs
- Transportation schedules and sign-in records

E. Website or Digital Information (if applicable)

- Contact form submissions
 - Cookies or device data
 - IP addresses used for security or analytics
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2. How We Use Information

We use information only for legitimate care and operational purposes, including:

- Providing high-quality resident care
- Communicating with residents and responsible parties
- Coordinating with healthcare providers, pharmacies, hospitals, and specialists
- Billing, payment, and insurance processing
- Ensuring safety and compliance
- Internal quality improvement
- Meeting state and federal regulatory requirements

We do not sell personal information to third parties.

3. How We Share Information

The Harbor Senior Care may share information with:

A. Healthcare Providers

Physicians, therapists, pharmacies, laboratories, hospitals, or specialists involved in resident care.

B. Insurance & Payment Entities

Insurance companies, Medicare/Medicaid, and authorized billing professionals.

C. Legal Representatives

Power of attorney, guardians, or other authorized decision-makers.

D. State & Federal Agencies

When required for:

- Licensing and compliance
- Mandatory reporting
- Public health and safety obligations

E. Service Providers

Vendors who assist our facility (e.g., electronic medical record systems, IT support) and who are required to comply with confidentiality and HIPAA standards.

F. Emergencies

Information may be disclosed when necessary to prevent harm or ensure safety.

4. Resident Rights Under HIPAA

Residents and their authorized representatives have the right to:

- Access their medical records
 - Request corrections
 - Receive a list of certain disclosures
 - Request limits on how information is shared
 - Ask for confidential communication methods
 - File a privacy complaint without fear of retaliation
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5. How We Protect Information

The Harbor Senior Care maintains physical, technical, and administrative safeguards:

Physical Protections

- Locked storage for resident files

- Secure medication areas
- Controlled access to the facility

Technical Protections

- Password-protected electronic health records
- Encrypted data transmission
- Restricted staff access based on job role

Administrative Protections

- Staff training on HIPAA and confidentiality
 - Confidentiality agreements
 - Regular audits and policy reviews
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6. Video Surveillance

For resident and staff safety, The Harbor Senior Care uses video monitoring **in common areas only**.

We do **not** record audio and do **not** monitor resident bedrooms or bathrooms.

Footage may be used for safety investigations and is shared only with authorized personnel or government agencies when required.

7. Website & Digital Privacy (if applicable)

If users submit information through our website or social media, we may collect:

- Names, emails, phone numbers, and message details
- Non-personal browsing data such as cookies or analytics

This information is used only to respond to inquiries or improve online services.

8. Third-Party Links

Our website or printed materials may include links to external organizations. We are not responsible for the privacy practices of those websites.

9. Retention of Information

We retain records only as long as required by:

- HIPAA
- Nebraska Department of Health and Human Services regulations
- Facility policies

When records are no longer necessary, they are destroyed in a secure manner.

10. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. When changes occur, a revised copy will be posted at the facility and on our website (if applicable).

11. Contact Information

For questions, concerns, or to exercise your privacy rights, contact:

The Harbor Senior Care – Privacy Officer

 Address:  Phone:  Email: