



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.

I. Who We Are

This Notice describes the privacy practices of your home healthcare company.

II. Our Privacy Obligations

We are required by law to maintain the privacy of your protected health information (“PHI”), to provide you with this Notice of our legal duties and privacy practices with respect to your PHI, and to notify affected individuals following a breach of unsecured PHI. When we use or disclose your PHI, we are required to abide by the terms of this Notice (or other notice in effect at the time of the use or disclosure).

III. Permissible Uses and Disclosures Without Your Written Authorization

In certain situations, which we will describe in Section IV below, we must obtain your written authorization in order to use and/or disclose your PHI. However, we do not need any type of authorization from you for the following uses and disclosures:

A. Uses and Disclosures for Treatment, Payment, and Healthcare Operations. We may use and disclose PHI, but not your “**Highly Confidential Information**” (defined in Section IV. D below), in order to treat you, obtain payment for equipment and services provided to you, and conduct our “healthcare operations” as detailed below:

• **Treatment.** We use and disclose your PHI to provide treatment and other services to you—for example, to treat your injury or illness. In addition, we may contact you to provide appointment reminders or information about treatment alternatives or other health-related benefits and services that may be of interest to you. We may also disclose PHI to other providers involved in your treatment.

• **Payment.** We may use and disclose your PHI to obtain payment for equipment and services that we provide to you—for example, disclosures to claim and obtain payment from your health insurer, HMO, or other company that arranges or pays the cost of some or all of your healthcare (“**Your Payor**”). We may also use and disclose your PHI to verify that Your Payor will pay for healthcare, including disclosures to Your Payor’s eligibility database.

• **Healthcare Operations.** We may use and disclose your PHI for our healthcare operations, which include internal administration and planning and various activities that improve the quality and cost-effectiveness of the care that we deliver to you. For example, we may use PHI to evaluate the quality and competence of our clinicians and other healthcare workers.

We may also disclose PHI to your other healthcare providers when such PHI is required for them to treat you, receive payment for services they render to you, or conduct certain healthcare operations, such as quality assessment and improvement activities, reviewing the quality and competence of healthcare professionals, or for healthcare fraud and abuse detection or compliance.

B. Disclosure to Relatives, Close Friends, and Other Caregivers.

We may use or disclose your PHI to a family member, other relative, a close personal friend, or any other person identified by you when you are present for, or otherwise available prior to, the disclosure, if we: (1) obtain your agreement; (2) provide you with the opportunity to object to the disclosure and you do not object; or (3) reasonably infer that you do not object to the disclosure. If you are not present, or the opportunity to agree or object to a use or disclosure cannot practicably be provided because of your incapacity or an emergency circumstance, we may exercise our professional judgment to determine whether a

disclosure is in your best interests. If we disclose information to a family member, other relative, or a close personal friend, we would disclose only information that we believe is directly relevant to the person’s involvement with your healthcare or payment related to your healthcare. We may also disclose your PHI in order to notify (or assist in notifying) such persons of your location, general condition, or death.

C. Public Health Activities. We may disclose your PHI for the following public health activities: (1) to report health information to public health authorities for the purpose of preventing or controlling disease, injury, or disability; (2) to report child abuse and neglect to public health authorities or other government authorities authorized by law to receive such reports; (3) to report information about products and services under the jurisdiction of the U. S. Food and Drug Administration; (4) to alert a person who may have been exposed to a communicable disease or may otherwise be at risk of contracting or spreading a disease or condition; and (5) to report information to your employer as required under laws addressing work-related illnesses and injuries or workplace medical surveillance.

D. Victims of Abuse, Neglect, or Domestic Violence. If we reasonably believe you are a victim of abuse, neglect, or domestic violence, we may disclose your PHI to a governmental authority, including a social service or protective services agency, authorized by law to receive reports of such abuse, neglect, or domestic violence.

E. Health Oversight Activities. We may disclose your PHI to a health oversight agency that oversees the healthcare system and is charged with responsibility for ensuring compliance with the rules of government health programs such as Medicare or Medicaid.

F. Judicial and Administrative Proceedings. We may disclose your PHI in the course of a judicial or administrative proceeding in response to a legal order or other lawful process.

G. Law Enforcement Officials. We may disclose your PHI to the police or other law enforcement officials as required or permitted by law or in compliance with a court order or a grand jury or administrative subpoena.

H. Decedents. We may disclose your PHI to a coroner or medical examiner as authorized by law.

I. Organ and Tissue Procurement. We may disclose your PHI to organizations that facilitate organ, eye, or tissue procurement, banking, or transplantation.

J. Research. We may use or disclose your PHI without your consent or authorization if an Institutional Review Board or Privacy Board approves a waiver of authorization for disclosure.

K. Health or Safety. We may use or disclose your PHI to prevent or lessen a serious and imminent threat to a person’s or the public’s health or safety.

L. Specialized Government Functions. We may use and disclose your PHI to units of the government with special functions, such as the U. S. military or the U. S. Department of State under certain circumstances.

M. Workers’ Compensation. We may disclose your PHI as authorized by and to the extent necessary to comply with state law relating to workers’ compensation or other similar programs.

N. As Required by Law. We may use and disclose your PHI when required to do so by any other law not already referred to in the preceding categories.

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IV. Uses and Disclosures Requiring Your Written Authorization

- A. **Use or Disclosure with Your Authorization.** For any purpose other than the ones described above in Section III, we only may use or disclose your PHI when you grant us your written authorization (“**Your Authorization**”). For instance, you will need to execute an authorization before we can send your PHI to your life insurance company or to the attorney representing the other party in litigation in which you are involved.
- B. **Marketing.** We must also obtain your written authorization prior to using your PHI to send you any marketing materials (“**Your Marketing Authorization**”). However, we may communicate with you about products or services relating to your treatment, case management, or care coordination, or alternative treatments, therapies, providers, or care settings without Your Marketing Authorization unless we receive financial remuneration from a third party whose product or service is being described in exchange for making the communication. Further, we can provide you with marketing materials in a face-to-face encounter without obtaining Your Marketing Authorization. We are also permitted to give you a promotional gift of nominal value, if we so choose, without obtaining Your Marketing Authorization.
- C. **Sale of PHI.** With certain exceptions, we must also obtain Your Authorization for any disclosure of PHI if we receive remuneration from or on behalf of the recipient of the PHI in exchange for the PHI.
- D. **Uses and Disclosures of Your Highly Confidential Information.** In addition, federal and state laws require special privacy protections for certain highly confidential information about you (“**Highly Confidential Information**”). We will comply with such special privacy protections which may cover the subset of your PHI that is about: (1) mental health and developmental disabilities services; (2) alcohol and drug abuse prevention, treatment, and referral; (3) HIV/AIDS testing, diagnosis, or treatment; (4) venereal disease(s); (5) genetic testing; (6) child abuse and neglect; (7) domestic abuse of an adult with a disability; (8) sexual assault; or (9) abortion.

V. Your Rights Regarding Your PHI

- A. **For Further Information; Complaints.** If you desire further information about your privacy rights, are concerned that we have violated your privacy rights, or disagree with a decision that we made about access to your PHI, you may contact our Physician and Patient Relations Department. You may also file written complaints with the Director, Office for Civil Rights of the U.S. Department of Health and Human Services. Upon request, the Physician and Patient Relations Department will provide you with the correct address for the Director. We will not retaliate against you if you file a complaint with us or the Director.
- B. **Right to Request Restrictions.** You may request restrictions on our use and disclosure of your PHI: (1) for treatment, payment, and healthcare operations; (2) to individuals (such as a family member, other relative, close personal friend, or any other person identified by you) involved with your care or with payment related to your care; or (3) to notify or assist in the notification of such individuals regarding your location and general condition. While we will consider all requests for restrictions carefully, we are not required to agree to a requested restriction, except that we must agree to a request to restrict disclosure of PHI to a health plan if: (1) the disclosure is for the purposes of carrying out payment or healthcare operations and is not otherwise required by law; and (2) the PHI pertains solely to a healthcare item or service for which the healthcare provider involved has already been paid out of pocket in full. If you wish to request restrictions, please submit a written request to our Physician and Patient Relations Department. A form to request restrictions is available upon request from the Physician and Patient Relations Department.

- C. **Right to Receive Confidential Communications.** You may request, and we will accommodate, any reasonable request for you to receive your PHI by alternative means of communication or at alternative locations.
- D. **Right to Revoke Your Authorization.** You may revoke Your Authorization, Your Marketing Authorization, or any written authorization given to us by you in connection with your Highly Confidential Information, except to the extent that we have taken action in reliance upon it, by delivering a written revocation statement to the Physician and Patient Relations Department identified below. A form of written revocation is available upon request from the Physician and Patient Relations Department.
- E. **Right to Inspect and Copy Your Health Information.** You may request access to your medical record file and billing records maintained by us in order to inspect and request copies of the records. Under limited circumstances, we may deny you access to a portion of your records. If you desire access to your records, please submit a written request to the Physician and Patient Relations Department. You may obtain a record request form from the Physician and Patient Relations Department. Requests for a copy of a limited amount of your medical or billing records (e.g., a prescription) maintained by us may be made orally. We may, however, require that you submit a written request to the Physician and Patient Relations Department.
- F. **Right to Amend Your Records.** You have the right to request that we amend PHI maintained in your medical record file or billing records. If you desire to amend your records, please send a written request for the amendment, including the reason for the amendment, to the Physician and Patient Relations Department. You may obtain a form to request an amendment from the Physician and Patient Relations Department. We will comply with your request unless we believe that the information that would be amended is accurate and complete or other special circumstances apply.
- G. **Right to Receive an Accounting of Disclosures.** Upon request, you may obtain an accounting of certain disclosures of your PHI made by us during the six-year period prior to the date of your request.
- H. **Right to Receive Paper Copy of This Notice.** Upon request, you may obtain a paper copy of this Notice even if you have agreed to receive it electronically.

VI. Effective Date and Duration of This Notice

- A. **Effective Date.** This Notice is effective as of September 16, 2013.
- B. **Right to Change Terms of This Notice.** We reserve the right to, meaning we may, change the terms of this Notice at any time. If we change this Notice, we may make the new notice terms effective for all PHI that we maintain, including any information created or received prior to issuing the new notice. If we change this Notice, we will post the new notice in waiting areas at our facility and on our Internet site. You also may obtain any new notice by contacting the Physician and Patient Relations Department.

VII. Physician and Patient Relations Department

You may contact the Physician and Patient Relations Department at:

Physician and Patient Relations Department
26220 Enterprise Court
Lake Forest, California 92630
Telephone Number: (800) 260-8808
Facsimile Number: (949) 587-0089