

PRIVACY NOTICE

POLICY

Professional Home Health Care, Inc. is committed to protecting medical information about its patients. We maintain a record of all care and services received from Professional Home Health Care, Inc. The Privacy Notice tells patients about the ways in which Professional Home Health Care may use and disclose medical information about patients. It also describes patient rights and certain obligations Professional Home Health Care has regarding the use and disclosure of medical information.

PROCEDURE

The following Privacy information is included in the client's admission packet:

Professional Home Health Care, Inc. is required by law to:

- Protect patients medical information
- Give patients this notice describing our legal duties and privacy practices with respect to patients medical information; and
- Follow the terms of the Notice that is currently in effect

The following sections describe different ways that Professional Home Health Care, Inc. may use and disclose patients' medical information. Some information, such as certain drug and alcohol information, HIV information and mental health information, is entitled to special restrictions.

FOR TREATMENT: To provide patients with medical treatment or services, we may need to use or disclose information about patients to personnel involved in patients' treatment. For example, the nurse will need to inform the patient's therapist, aide or other team members about pain levels or medication use so that they may effectively care for the patient.

FOR PAYMENT: We may use and disclose patients' medical information to bill and receive payment for the treatment received. For example, we may use or disclose client medical information to an insurance company about a service received from Professional Home Health Care, Inc. so that the insurance company can pay us for the service.

FOR HEALTH CARE OPERATIONS: Professional Home Health Care, Inc. can use and disclose medical information about clients for our operations. For example, we may use or disclose medical information about clients to evaluate our staff's performance in care for clients.

Professional Home Health Care, Inc. may use and disclose medical information about clients without their authorization when there is an emergency, when we are required by law to use or disclose certain information. We may also disclose health information without client's authorization in any of the following circumstances:

- When it is needed for public health activities
- When reporting information about victims of abuse, neglect or domestic violence
- When disclosing information for the purpose of health oversight activities
- When disclosing information for judicial and administrative proceedings
- When disclosing or using information for organ and tissue donations purposes
- When disclosing information for research purposes
- When we believe in good faith that the disclosure is necessary to avert a serious health or safety threat

We may use or disclose clients health information for any of the purposes described below unless clients object to or otherwise restrict a particular release. Clients may direct objections or restrictions in writing to Professional Home Health Care, Inc.

- We may use or disclose client health information to contact and remind clients about an appointment for treatment or medical care
- We may use or disclose health information to provide the client with information about or recommendations of possible treatment options or alternatives that may interest clients
- We may contact clients to provide information about Professional Home Health Care, Inc. sponsored activities, including fund raising programs and events. We would only use contact information such as name, address, phone number and dates clients received treatment or services from Professional Home Health Care, Inc.
- We may release client health information to a friend and/or family member who is involved in the clients care
- We can disclose health information about clients to a public or private entity that is authorized, by law or its charter, to assist in disaster relief efforts. For example, the American Red Cross.

Clients have the following rights regarding medical information we maintain about clients:

- Right to copy and inspect or receive a copy of medical information. There may be exceptions to this right. For example, psychotherapy notes, information collected for certain legal proceedings and health information restricted by law. We may require clients to submit the request in writing and may charge a reasonable fee for copying the records. We may deny access, under certain circumstances, such as if we believe it may endanger the client or someone else. Clients may request that we designate a licensed health care professional to review the denial.
- Right to request a disclosure, clients may request that Professional Home Health Care, Inc. disclose medical information for reasons not provided in this notice. For example clients may want their lawyer to have a copy of the medical record. These requests must be in writing to Professional Home Health Care, Inc.
- Right to request an amendment or addendum if client feels that medical information we have is incorrect or incomplete. We will require that clients submit the request in writing and explain why the amendment is needed. If we accept clients request we will notify the client and we will amend the records. We cannot take out what is in the record; we add the amendment as submitted to the record. With clients assistance we will notify others who have the incorrect or incomplete health information. If we deny the request, we will give a written explanation of why we did not make the amendment and explain clients rights. Clients request may be denied if the health information:
 - was not created by Professional Home Health Care, Inc.
 - is not part of the medical and billing records kept by or for Professional Home Health Care, Inc.
 - is not part of the information which clients would be permitted to inspect and copy
 - is determined by us to be accurate and complete
- Right to an accounting of disclosures that Professional Home Health Care, Inc. have made of the medical record since April 14, 2003. This list will not include disclosures made to carry out treatment, billing and health care operations, to the client or his/her personal representative, for a permitted use or disclosure, to parties authorized to receive health information, to family members or other relatives or friends, who are involved in the care, or who otherwise need to be notified of clients location, general condition or death. The list will also not include

disclosure for national security or intelligence purposes, or to correctional institutions or law enforcement officials.

Clients must provide in writing the time period for which he/she want to receive the accounting. The first accounting request in a 12 month period will be free. We may charge for responding to any additional requests in that same time period.

- Right to request restrictions. Clients have the right to request a restriction or limitation on the medical information Professional Home Health Care, Inc. uses or discloses about client's information about treatment, payment or health care operations. Contact Professional Home Health Care, Inc. staff for information to make such a request.
- Right to request confidential communications. Clients have the right to request that we communicate with client about medical matters in a certain way. For example, clients may wish us to see client at an alternative address, or submit bills to an alternative address. We will honor reasonable requests, if clients provide us with valid alternative address.
- Right to receive this written notice if clients provide us written authorization to use or disclose health information, clients can change their mind and revoke authorization at any time, as long as the client revokes his/her authorization in writing. If clients revoke authorization, we will no longer use or disclose the information, but we will not be able to take back any disclosures that we have already made.

If clients have any questions about the content of this notice, or if clients need to contact someone regarding the privacy of their health information, please contact The Professional Home Health Care, Inc. Administrator / Privacy Officer at:

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