

Monos Health's Privacy Practices and Policies

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.

Your Rights

You have the right to:

- Get a copy of your medical record
- Correct your medical record
- Request confidential communication
- Ask us to limit the information we share *them*
- Get a copy of this privacy practices and policies notice

See page 2 for more information on these and other rights and how to exercise

You Have Choices

You have some choices in the way we use and share information as we:

- Share information with your family
- Share information with friends and others
- Share information in a disaster relief situation
- Provide mental health care *them*

See page 3 for more information on these and other rights and how to exercise

Our Uses and Disclosures

We may use and share your information as we:

- Treat you
- Run our business
- Bill for your services
- Comply with the law
- Help with public health and safety issues
- Address workers' compensation, law enforcement, and other government requests

See pages 3 and 4 for more information on these and other rights and how to exercise them

More and Complete Details are given in the following pages.

**Your
Rights!**

Many people do not know their rights when it comes to their health information.

We want to make sure you know your rights regardless of where you obtain your care.

Get an electronic or paper copy of your medical record

- You can ask to see or get an electronic or paper copy of your medical record and other health information we have about you. Ask us how to do this.
- We will provide a copy or a summary of your health information, usually within 30 days of your request. We may charge a reasonable, cost-based fee.

Ask us to correct your medical record

- You can ask us to correct health information about you that you think is incorrect or incomplete. Ask us how to do this.
- We may say “no” to your request, but we’ll tell you why in writing within 60 days.

Request confidential communications

- You can ask us to contact you in a specific way (for example, home or office phone) or to send mail to a different address.
- We will say “yes” to all reasonable requests.

Ask us to limit what we use or share

- You can ask us not to use or share certain health information for treatment, payment, or our operations. We are not required to agree to your request, and we may say “no” if it would affect your care including our ability to give you care.
- If you pay for a service or health care item out-of-pocket in full, you can ask us not to share that information for the purpose of payment or our operations with your health insurer. We will say “yes” unless a law requires us to share that information.

Get a list of those with whom we’ve shared information

- You can ask for a list (accounting) of the times we’ve shared your health information for six years prior to the date you ask, who we shared it with, and why.
- We will include all the disclosures except for those about treatment, payment, and health care operations, and certain other disclosures (such as any you asked us to make). We’ll provide one accounting a year for free but will charge a reasonable, cost-based fee if you ask for another one within 12 months.

Get a copy of this privacy notice

- You can ask for a paper copy of this notice at any time, even if you have agreed to receive the notice electronically. We will provide you with a paper copy promptly.

Choose someone to act for you

- If you have given someone medical power of attorney or if someone is your legal guardian, that person can exercise your rights and make choices about your health information.
- We will make sure the person has this authority and can act for you before we take any action.

File a complaint if you feel your rights are violated

- You are allowed to and we want you to contact us to complain if you feel we have violated any of your rights by contacting us. To do so, please contact our privacy official listed at the end of these practices and policies.
- You can also file a complaint with the U.S. Department of Health and Human Services Office for Civil Rights.
- We will not retaliate against you for filing a complaint.

You Have Choices

For certain health information, you can tell us your choices about what we share.

If you have a clear preference for how we share your information in the situations described below, talk to us. Tell us what you want us to do, and we will follow your instructions.

In these cases, you have both the right and may choose to tell us to:

- Share information with your family, close friends, or others involved in your care
 - Share information in a disaster relief situation
- If you are not able to tell us your preference, for example if you are unconscious, we may go ahead and share your information if we believe it is in your best interest. We may also share your information when needed to lessen a serious and imminent threat to health or safety.*

In these cases we never share your information unless you give us written permission:

- Marketing purposes
- Most sharing of psychotherapy notes

Request confidential communications

- You can ask us to contact you in a specific way (for example, home or office phone) or to send mail to a different address.
- We will say “yes” to all reasonable requests.

Selling your information:

- We never have and never plan on selling your information or contacting you for this purpose. But we are still required by law to tell you that if we ever wanted to, we will never sell your information unless you give us written permission.

Our Uses and Disclosures

How do we typically use or share your health information?

We typically use or share your health information in the following ways.

Treat you

- We can use your health information and share it with other professionals who are treating you.

Example: A doctor treating you for an injury asks another doctor about your overall health condition.

Run our business

- We can use and share your health information to run our practice, improve your care, and contact you when necessary.

Example: We use health information about you to manage your treatment and services.

Bill for your services

- We can use and share your health information to bill and get payment from health plans or other entities

Example: We give information about you to your health insurance plan so it will pay for your services.

How else can we use or share your health information?

We are allowed or required to share your information in other ways – usually in ways that contribute to the public good, such as public health and research. We have to meet many conditions in the law before we can share your information for these purposes and it would be done in a way to maintain your privacy and identity as best as possible. For more information, please see www.hhs.gov/ocr/privacy/hipaa/understanding/consumers/index.html, as well as the following examples:

Help with public health and safety issues:	We can share health information about you for certain situations such as: <ul style="list-style-type: none">• Preventing disease• Helping with product recalls• Reporting adverse reactions to medications• Reporting suspected abuse, neglect, or domestic violence• Preventing or reducing a serious threat to anyone’s health or safety
Do research	<ul style="list-style-type: none">• We can use or share your information for health research.
Comply with the law	<ul style="list-style-type: none">• We will share information about you if state or federal laws require it, including with the Department of Health and Human Services if it wants to see that we’re complying with federal privacy law.
Respond to organ and tissue donation requests	<ul style="list-style-type: none">• We can share health information about you with organ procurement organizations.
Work with a medical examiner or funeral director	<ul style="list-style-type: none">• We can share health information with a coroner, medical examiner, or funeral director when an individual dies.
Address workers’ compensation, law enforcement, and other government requests	We can use or share health information about you: <ul style="list-style-type: none">• For workers’ compensation claims• For law enforcement purposes or with a law enforcement official• With health oversight agencies for activities authorized by law• For special government functions such as military, national security, and presidential protective services
Respond to lawsuits and legal actions	<ul style="list-style-type: none">• We can share health information about you if we are required to in response to a court or administrative order, or in response to a subpoena. This includes providing information in a personal injury lawsuit if you are ever injured.
Patient Directory:	<ul style="list-style-type: none">• We do not maintain a hospital or facility patient directory, so your privacy will not be disclosed in this manner.

Our Promises and Responsibilities

We will not use or share your information other than as described here unless you tell us we can in writing. If you tell us we can, you may change your mind at any time. Let us know in writing if you change your mind.

We value your privacy and are required by law to and promise to:

- maintain the privacy and security of your protected health information
- follow the terms of our current privacy practices and procedures
- give you notice of our privacy practices and legal duties with respect to your protected health information
- notify you in the unforeseen circumstance if a breach occurs that may have compromised the privacy or security of your information

And finally, we never market or sell your personal information.

For more information see: www.hhs.gov/ocr/privacy/hipaa/understanding/consumers/noticepp.html.

Changes to the Terms of this Notice

We can change the terms of this notice, and the changes will apply to all information we have about you. The new notice will be available upon request, in our office, and on our web site.

Effective Date

The Effective Date of these Privacy Practices and Policies is: March 1, 2017

Privacy Official

The Company Privacy Official for questions about our privacy practices and policies is:
Patricia Wills, phone: (702) 948-8660; email: privacy@monoshealth.com