

# Bristol Home Infusion

## Notice of Privacy Practices

As required by the privacy regulations created as a result of the Health Insurance Portability and Accountability Act of 1996 (HIPAA).

**This notice describes how health information about you may be used and disclosed and how you can get access to your individually identifiable health information.**

**Please review this notice carefully.**

### **Our commitment to your privacy:**

Bristol Home Infusion is dedicated to maintaining the privacy of your individually identifiable health information (also called *protected* health information, or PHI). In conducting our business, we will create records regarding you and the treatment and services we provide to you. We are required by law to maintain the confidentiality of health information that identifies you. We also are required by law to provide you with this notice of our legal duties and the privacy practices that we maintain in Bristol Home Infusion concerning your PHI. By federal and state law, we must follow the terms of the Notice of Privacy Practices that we have in effect at the time.

We realize that these laws are complicated, but we must provide you with the following important information:

- How we may use and disclose your PHI,
- Your privacy rights in your PHI,
- Our obligations concerning the use and disclosure of your PHI.

**The terms of this notice apply to all records containing your PHI that are created or retained by Bristol Home Infusion. We reserve the right to revise or amend this Notice of Privacy Practices. Any revision or amendment to this notice will be effective for all of your records that Bristol Home Infusion has created or maintained in the past, and for any of your records that we may create or maintain in the future. Bristol Home Infusion will post a copy of our current Notice in our offices in a visible location at all times. You may request a copy of our most current Notice at any time.**

### **If you have questions about this Notice, please contact:**

Tracy Tidwell, Chief Privacy Officer, Bristol Home Infusion, Inc. 1-888-702-3017.

We may use and disclose your PHI in the following ways:

The following categories describe the different ways in which we may use and disclose your PHI.

- **Treatment.** Bristol Home Infusion may disclose your PHI to other health care providers, such as physicians and/or nurses, for purposes related to your treatment. Additionally, we may disclose your PHI to others who may assist in your care, such as your spouse, children or parents.
- **Payment.** Bristol Home Infusion may use and disclose your PHI in order to bill and collect payment for the services and items you may receive from us. For example, we may contact your health insurer to certify that you are eligible for benefits (and for what range of benefits).
- **Health care operations.** Bristol Home Infusion may use and disclose your PHI to operate our business. As examples of the ways in which we may use and disclose your information for our operations, Bristol Home Infusion may use your PHI to evaluate the quality of care you received from us, or to conduct cost-management and business planning activities.
- **Release of information to others involved in patient care.** Bristol Home Infusion may release your PHI to a friend or family member that is involved in your care, who assists in your care, or who is responsible for payment of your care.
- **Disclosures required by law.** Bristol Home Infusion will use and disclose your PHI when we are required to do so by federal, state or local law.
- **Use and disclosure of your PHI in certain special circumstances:** The following categories describe unique scenarios in which we may use or disclose your identifiable health information:

- **Public health risks.** Bristol Home Infusion may disclose your PHI to public health authorities that are authorized by law to collect information for the purpose of:
  - ✓ Notifying individuals if a product or device they may be using has been recalled
  - ✓ Reporting reactions to drugs or problems with products or devices
- **Health oversight activities.** Bristol Home Infusion may disclose your PHI to a health oversight agency for activities authorized by law. Oversight activities can include, for example, investigations, inspections, audits, surveys, licensure and disciplinary actions; civil, administrative and criminal procedures or actions; or other activities necessary for the government to monitor government programs, compliance with civil rights laws and the health care system in general.
- **Lawsuits and similar proceedings.** Bristol Home Infusion may use and disclose your PHI in response to a court or administrative order, if you are involved in a lawsuit or similar proceeding. We also may disclose your PHI in response to a discovery request, subpoena or other lawful process by another party involved in the dispute, but only if we have made an effort to inform you of the request or to obtain an order protecting the information the party has requested.
- **Law enforcement.** We may release PHI if asked to do so by a law enforcement official:
  - ✓ Regarding a crime victim in certain situations, if we are unable to obtain the person's agreement,
  - ✓ Concerning a death we believe has resulted from criminal conduct,
  - ✓ Regarding criminal conduct at our offices,
  - ✓ In response to a warrant, summons, court order, subpoena or similar legal process,
  - ✓ To identify/locate a suspect, material witness, fugitive or missing person,
  - ✓ In an emergency, to report a crime (including the location or victim(s) of the crime, or the description, identity or location of the perpetrator).
- **Military.** Bristol Home Infusion may disclose your PHI if you are a member of U.S. or foreign military forces (including veterans) and if required by the appropriate authorities.
- **National security.** Bristol Home Infusion may disclose your PHI to federal officials for intelligence and national security activities authorized by law. We also may disclose your PHI to federal and national security activities authorized by law. We also may disclose your PHI to federal officials in order to protect the president, other officials or foreign heads of state, or to conduct investigations.
- **Workers' compensation.** Bristol Home Infusion may release your PHI for workers' compensation and similar programs.

### Your rights regarding your PHI:

You have the following rights regarding the PHI that we maintain about you:

- **Requesting restrictions.** You have the right to request a restriction in our use or disclosure of your PHI for treatment, payment or health care operations. Additionally, you have the right to request that we restrict our disclosure of your PHI to only certain individuals involved in your care or the payment for your care, such as family members and friends. **We are not required to agree to your request;** however, if we do agree, we are bound by our agreement except when otherwise required by law, in emergencies or when the information is necessary to treat you. In order to request a restriction in our use or disclosure of your PHI, you must make your request in writing to **Tracy Tidwell, Chief Privacy Officer, Bristol Home Infusion, Inc., 18377 Westinghouse Road, Abingdon, Virginia 24210.** Your request must describe in a clear and concise fashion:
  - The information you wish restricted,
  - Whether you are requesting to limit Bristol Home Infusion's use, disclosure or both,
  - To whom you want the limits to apply.
- **Inspection and copies.** You have the right to inspect and obtain a copy of the PHI including prescription records, billing records and billing records. You must submit your request in writing to **Tracy Tidwell, Chief Privacy Officer, Bristol Home Infusion, Inc., 18377 Westinghouse Road, Abingdon, Virginia 24210** in order to inspect and/or obtain a copy of your PHI. Bristol Home Infusion may charge a fee for the costs of copying, mailing, labor and supplies associated with your request.
- **Amendment.** You may ask us to amend your health information if you believe it is incorrect or incomplete, and you may request an amendment for as long as the information is kept by or for Bristol Home Infusion. To request an amendment, your request must be made in writing and submitted to **Tracy Tidwell, Chief Privacy Officer, Bristol Home Infusion, Inc., 18377 Westinghouse Road, Abingdon, Virginia 24210.** You must provide us with a reason that supports your request for amendment. Bristol Home Infusion

will deny your request if you fail to submit your request (and the reason supporting your request) in writing. Also, we may deny your request if you ask us to amend information that is in our opinion: (a) accurate and complete; (b) not part of the PHI kept by or for Bristol Home Infusion; (c) not part of the PHI which you would be permitted to inspect and copy; or (d) not created by Bristol Home Infusion, unless the individual or entity that created the information is not available to amend the information.

- **Accounting of disclosures.** All of our customers have the right to request an “accounting of disclosures.” An “accounting of disclosures” is a list of certain non-routine disclosures Bristol Home Infusion has made of your PHI for purposes not related to treatment, payment or operations. Use of your PHI as part of the routine patient care is not required to be documented – for example, the pharmacist sharing information with the nurse or doctor; or the billing department using your information to file your insurance claim. In order to obtain an accounting of disclosures, you must submit your request in writing to **Tracy Tidwell, Chief Privacy Officer, Bristol Home Infusion, Inc., 18377 Westinghouse Road, Abingdon, Virginia 24210**. All requests for an “accounting of disclosures” must state a time period, which may not be longer than six (6) years from the date of disclosure and may not include dates before April 14, 2003. The first list you request within a 12-month period is free of charge, but Bristol Home Infusion may charge you for additional lists within the same 12-month period. Bristol Home Infusion will notify you of the costs involved with additional requests, and you may withdraw your request before you incur any costs.
- **Right to a paper copy of this notice.** You are entitled to receive a paper copy of our notice of privacy practices. You may ask us to give you a copy of this notice at any time. To obtain a paper copy of this notice, contact **Tracy Tidwell, Chief Privacy Officer, 1-888-702-3017**.
- **Right to file a complaint.** If you believe your privacy rights have been violated, you may file a complaint with Bristol Home Infusion or with the Secretary of the Department of Health and Human Services. To file a complaint with our office, contact **Tracy Tidwell, Chief Privacy Officer, Bristol Home Infusion, Inc., 18377 Westinghouse Road, Abingdon, Virginia 24210**. All complaints must be submitted in writing. **You will not be penalized for filing a complaint.**
- **Right to provide an authorization for other uses and disclosures.** Bristol Home Infusion will obtain your written authorization for uses and disclosures that are not identified by this notice or permitted by applicable law. Any authorization you provide to us regarding the use and disclosure of your PHI may be revoked at any time *in writing*. After you revoke your authorization, we will no longer use or disclose your PHI for the reasons described in the authorization. *Please note:* we are required to retain records of your care.

Bristol Home Infusion is required by law to maintain privacy of PHI and provide a Notice of Privacy Practices to the patient and to abide by the terms of the Notice. Again, if you have any questions regarding this Notice or our health information privacy policies, please contact **Tracy Tidwell, Chief Privacy Officer, 1-888-702-3017**.

Effective date: April 14, 2003