

Patient Privacy Policy

Quality DME is committed to preserving the privacy of your Protected Health Information (PHI). The law requires us to protect the confidentiality of your PHI and provide you with a notice describing how your PHI is used and disclosed. This notice describes the use of your PHI for your treatment, to obtain payment for treatment, for administrative purposes, and to evaluate the quality of care you receive.

Uses and Disclosures:

We use and disclose elements of your Protected Health Information (PHI) in the following ways:

- For treatment, including, but not limited to, inpatient, outpatient, or psychiatric care.
- For work in conjunction with your treating physician(s).
- For payment, including, but not limited to, asking you about your health care plan(s) or other payment sources, preparing and sending bills or claims, and collecting unpaid amounts, either through Quality DME or through a collection agency or attorney.
- For healthcare operations, including, but not limited to, financial or billing audits, internal quality assurance, personnel decisions, participation in managed care plans, defense of legal matters, business planning, and outside storage of our records.
- For disclosures, lawfully authorized for release, including, but not limited to, judicial settings and to health oversight regulatory agencies, law enforcement, and correctional institutions.
- For the use or disclosure for specialized government functions, including, but not limited to, the protection of the President or high-ranking government officials, for lawful national intelligence activities, for military purposes, or the evaluation and health of members of the foreign services.
If you are a member of the armed forces, we may release medical information about you and your dependents as requested by military command authorities.
- For emergencies or to avert serious health/safety situations.
- For disclosure of de-identified information.
- For disclosure regarding worker's compensation claims.
- To medical examiners, coroners, or funeral directors for identification or help them perform their duties.
- To organizations that handle organ and tissue donations.
- To public health organizations or federal organizations in the event of an infectious/contagious disease.
- To report a defective device or untoward event to a biological product (food or medication).
- For disclosures to "business associates" who perform health care operations for us and who commit to respecting the privacy of your PHI.
- We may be required or permitted by certain laws to use and disclose your medical information for other purposes without your consent or authorization
- We will notify you by e-mail or U.S. Mail of any breaches of your PHI

Patient Rights:

As a patient of Quality DME, you have important rights concerning your protected health information (PHI). We outline these rights below.

- **Restrictions:** You have the right to request restricted access to all or part of your PHI. To do this, contact Quality DME. We are not required to grant your request, and you do not have the right to restrict disclosures required by law. If we do agree, we must honor the restrictions you request.
- **Confidential Communications:** You have the right to receive correspondence of PHI by alternate means or location, such as phoning you at work rather than at home or mailing your PHI to a different address. To do this, contact Quality DME. We will take reasonable actions to accommodate your request.
- **Access:** You have the right to inspect or receive copies of your PHI. To do this, contact Quality DME. In certain circumstances, you may not have the right to access your records if the Quality DME reasonably believes (or has reason to believe) that such access would cause harm. Some examples include:
 - Specific psychotherapy notes
 - Information compiled in reasonable anticipation of or for use in civil, criminal, or administrative actions or proceedings
 - Information obtained from someone other than a healthcare provider under a promise of confidentiality and the access requested is reasonably likely to reveal the source of information
- **Amendments/Corrections:** You have the right to request changes to your PHI. To do this, contact Quality DME. We are not required to grant your request if we did not create the record or the record is accurate and complete. If we deny your request for amendment/correction, we will notify you why, how you can attach a statement of disagreement to your records (which we may rebut), and how you can complain. If we agree to the request, we will correct it within 60 days and send the updated information to persons we know who got the inaccurate information and others you specify.
- **Accounting:** You have the right to receive an accounting of the disclosures by us of your PHI. To do this, contact Quality DME. By law, the list will not include disclosures for purposes of treatment, payment, or health care operations; disclosures with your authorization; incidental disclosures; disclosures required by law; and some other limited disclosures. You are entitled to one such list per year without charge. If you want more frequent lists, you will have to pay for them in advance. We will usually respond to your request within 60 days of receiving it, but by law, we can have one 30 day extension if we notify you of the extension in writing. We are not required to provide a list of disclosures that occurred before six (6) years.
- **This Notice:** You have the right to get updates or reissue of this notice at your request.
- **Complaints:** You have the right to complain to Quality DME or the U.S. Department of Health & Human Services if you feel a violation of your privacy rights. To register a complaint with Quality DME, contact us at 877-696-6775. The law forbids us from taking retaliatory action against you if you complain.
- **Our Duties:** We maintain the privacy of your PHI as required by law. We must abide by the terms of this notice or any update of this notice.