

## HIPAA 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 READ IT CAREFULLY

### Your Health Information Rights

Understanding what is in your health record and how your health information is used will help you ensure its accuracy, allow you to better understand who, what, when, where and why others may access your health information, and assist you in making more informed decisions when authorizing disclosure to others. Although your healthcare record is the physical property of Rocky Mountain Medical, the information belongs to you. You have the right to:

- Request a restriction on uses and disclosures of your *Protected Health Information* (PHI)
- Obtain a copy of The HIPAA Notice of Privacy Practices
- Inspect, amend and obtain a copy of your records
- Attain an accounting of disclosures of your PHI

### How We Collect and Protect Your Information

We get most information from you or anyone you have authorized to provide the information. Information is obtained from your patient information document, from other related forms or through a verification phone call with you. If additional information is needed we may obtain it from you your physician, hospital, your employer or other medical personnel.

Information collected maybe related to your personal characteristics, employment, finances as well as transactions with us or our affiliates. The information we collect might include name, address, social security number, telephone number, date of birth, family information. It may also include type and plan of insurance, additional insurance you own, claim data or any other information.

Rocky Mountain Medical maintains physical, electronic and procedural safeguards to protect the information we have obtained about you and to assist us in preventing unauthorized access to that information.

Electronic records are protected by multiple computer software products that use features such as passwords, encryption, user identification numbers, and personal identification guard against unauthorized access. Our internal systems contain electronic firewalls and other security measures designed to prevent unauthorized access to electronic records. Electronic points of entry, as well as data bases, servers, email and workstations are generally protected by virus detection removal software. Rocky Mountain Medical will train all employees on our Privacy Policy and the importance of the privacy and confidently of all information collected.

### How We Use and Disclose Information

We may disclose any information we collect when we believe it is necessary for us to provide service to you or when disclosure is permitted or required by law. For example, information may be disclosed while you are insured or after your insurance terminates, to

- Anyone to whom you have authorized us to disclose the information
- Claims adjusters, clearing houses, Third-Party payers, Workers compensation to process your claims for payment
- Persons/entities performing general administrative and claim processing activates for us
- Insurance regulators, courts or government agencies or others as may be permitted or required by law
- An employee of Rocky Mountain Medical may contact you to schedule or provide appointment reminders

Other uses and disclosures will be made only with your written authorization and you may revoke such authorization as provided by law except to the extent that; action has already been taken or authorization was obtained for obtaining insurance coverage

### Rights to Access and Correct Information

You have the right to request restrictions on uses and disclosures inspect and copy your PHI. You have a right to ask for an accounting of any disclosures of information. We may impose a reasonable fee for this service where permitted.

### Compliance, Commitment and Complaints

We are committed to complying with all federal and state regulations. If you have any questions or concerns regarding any of our activities, please contact us directly. We will not retaliate against you for filing a complaint; however we will try to resolve your complaint. If after speaking with us, you still feel that we are not in compliance with regulations or that fraud has occurred, you can call the Medicare Fraud Hotline at 1(800) 447-8477. If you have complaints about the quality of products or services provided that you have been unable to resolve with us you may contact Community Health Accreditation Program at (202)862-3413, Monday – Friday 8:00 – 5:00 EDT.

### Further Information

#### Texas Location

19221 I-45 South #410 Shenandoah TX 77385

Toll Free 1(855) 292-9111

#### Washington Location

6714 N. Pittsburg St. Spokane WA 99217

(509)847-8345

## PATIENT BILL OF RIGHTS

### You Have the Right to:

- Service that is considerate and respectful of your person, property, dignity and individuality
- Obtain appropriate care/services regardless of race, creed, national origin, sex, age, disability, illness, religious affiliation, economic status or source of payment and in accordance with physician orders
- Be advised of policies and procedures regarding the disclosure of clinical records
- Confidentiality of all information pertaining to you, your medical care and service
- A timely response to your request for service and to expect continuity of services
- Select the home medical equipment supplier of your choice
- Be fully informed in advance about service to be provided, disciplines that furnish care, frequency of visits and any modifications to the plan of care
- Make informed decisions regarding and participate in, your care planning
- Be informed of provider service/care limitations
- Be told what services will be provided in your home, how often and by whom and be able to identify visiting staff members through proper identification
- Be informed, both verbally and in writing, in advanced of services being provided, payment expected from third parties and an estimate of charges for which you will be responsible
- Agree to or refuse any part of the plan of service, care or treatment after the consequences of refusing services/care or treatment are fully presented
- Be informed of the grievance procedure and voice grievances of any kind, or recommended changes in policies or staff, without fear of termination of service or other reprisals
- Have grievances/complaints regarding care furnished, care not furnished or failure to respect person or property fully investigated
- Be informed of any financial benefits to our company, when referred to another organization
- Have your communication needs met
- All products are warranted against defects and any defective product may be returned for credit or replacement at no change to me

### You Have the Responsibility to:

- Ask questions about any part of the plan of service or plan of care that you do not understand
- Use the equipment/supplies for the purpose for which it was prescribed, following instructions provided for use, handling care, safety and or cleaning if applicable
- Supply us with needed insurance information necessary to obtain payment for services and assume responsibility for charges not covered. You are responsible for settlement in full of your account
- Be at home for scheduled service visits or notify us in advanced to make other arrangements
- Notify us immediately if;
  - Damage to or need of additional supplies or equipment failure
  - Any change in your prescription
  - Any change or loss of insurance
  - Any change of address or telephone number, whether permanent or temporary
  - Discontinued use of service
- Be respectful of the property owned by Rocky Mountain Medical and considerate of our personnel
- Contact us if you acquire an infectious disease during the time services are being provided

Please note the products Rocky Mountain Medical provides are not life sustaining. For any medical emergency please go to your nearest emergency center or call 911. We also recommend that our clients keep extra supplies at their disposal.

### Resources

**American Urological Association**, Non-profit Urological Health Foundation, 1(800) 828-7866, [www.urologyhealth.org](http://www.urologyhealth.org)

**Medicare**, Medicare beneficiary eligibility and benefits, 1(800) MEDICARE, [www.medicare.gov](http://www.medicare.gov)

**National Spinal Cord Injury Association**, 718-803-3782, [www.spinalcord.org](http://www.spinalcord.org)

**American Red Cross**, 1(800)733-2767, [www.redcross.org](http://www.redcross.org)

### Rocky Mountain Medical Contact Information

Texas Location

19221 I-45 South #410 Shenandoah TX 77385

Toll Free 1(855) 292-9111

Fax 1(800)576-1442

Washington Location

6714 N. Pittsburg St. Spokane WA 99217

Phone (509)847-8345

Fax (509)466-0775