



NOTICE OF PRIVACY PRACTICES

THIS NOTICE DESCRIBES HOW VOLUSIA MEDICAL CENTER MAY USE AND DISCLOSE YOUR HEALTHCARE INFORMATION AND HOW YOU CAN OBTAIN ACCESS TO THIS INFORMATION. PLEASE REVIEW IT CAREFULLY.

Volusia Medical Center is required by law to maintain the privacy of your protected health information. This information consists of all records related to your health, including demographic information, either created by Volusia Medical Center or received by Volusia Medical Center from other healthcare providers.

We are required to provide you with notice of our legal duties and privacy practices with respect to your protected health information. These legal duties and privacy practices are described in this notice. Volusia Medical Center will abide by the terms of this notice, or the notice currently in effect at the time of the use or disclosure of your protected health information.

Volusia Medical Center reserves the right to change the terms of this notice and to make any new provisions effective for all protected health information that we maintain. Patients will provide a copy of any revised notices upon request. An individual may obtain a copy of the current notice from our office at any time.

Uses and Disclosures of your protected health information not requiring your consent.

Volusia Medical Center may use and disclose your personal health information, without your written consent or authorization, for certain treatment, payment and healthcare operations. There are certain restrictions on uses and disclosures of treatment records, which include registration and all other records concerning individuals who are receiving, or who at anytime have received services for mental illness, developmental disabilities, alcoholism, or drug dependence. There are also restrictions on disclosing HIV test results.

Treatment may include:

- Providing, coordinating or managing healthcare and related services by one or more healthcare providers;
- Consultations between healthcare providers concerning a patient;
- Referrals to other providers for treatment
- Referrals to nursing homes, foster care homes, or home health agencies.

For example, Volusia Medical Center may determine that you the services of a specialist. In referring you to another doctor, Volusia Medical Center may share or transfer your healthcare information to that doctor.

Payment activities may include:

- Activities undertaken by Volusia Medical Center to obtain reimbursement for services provided to you;
- Determining you eligibility for benefits or health insurance coverage;
- Managing claims and contacting you insurance company regarding payments;
- Collection activities to obtain payment for services provided to you ;
- Reviewing healthcare services and discussing with your insurance company the medical necessity of certain services or procedures, coverage under your health plan, appropriateness of care, or justification of charges;
- Obtaining pre-certification and pre-authorization of services to be provided to you.

For example, Volusia Medical Center will submit claims to your insurance company on your behalf. This claim identifies you, your diagnosis, and the services provided to you.

Healthcare operations may include:

- Contacting healthcare providers and patients with information about treatment alternatives;
- Conducting quality assessment and improvement activities;
- Conducting outcome evaluations and development of clinical guidelines;
- Protocol development, case management, or care coordination;
- Conducting or arranging fir medical review, legal services, and auditing functions.

For example, Volusia Medical Center may use your diagnosis, treatment, and outcome information to measure the quality of the services that we provide, or assess the effectiveness of your when compared to patients in similar situations.

Appointment Reminders, Billing Communications, Automated Calls, and Text Messages

Volusia Medical Center, or a service provider acting on our behalf, may contact you by telephone — including calls placed using automated dialing technology, prerecorded or artificial-voice messages, and automated voice assistants — and by text message (SMS), email, or mail. We may use these methods to provide appointment reminders and to communicate with you about your account, including statements, balances due, and payment options. When you are contacted by an automated voice assistant, it will identify itself as an automated assistant.

(Volusia Medical Center) Notice of Privacy Practices Effective July 23, 2007

This notice is prepared in accordance with the Health Insurance Portability and Accountability Act, 45 C.F.R. 164.520

By giving us your telephone number(s), including any mobile number, and your email address, you agree that we, or a service provider acting on our behalf, may contact you at those numbers and addresses for these purposes, including through automated technology and text messages. Standard message and data rates may apply to text messages.

Message frequency varies based on your account activity and appointments. You may reply HELP to any text message, or call our office, for assistance. No mobile information will be shared with third parties or affiliates for marketing or promotional purposes at any time; your telephone numbers, mobile information, and text-messaging opt-in status are shared only with service providers sending these communications on our behalf under written agreements that require them to protect it.

You may opt out of these communications at any time:

- Text messages — reply STOP to any message.
- Phone calls or email — tell us during any call, reply to any email, or contact our office at (386) 424-1584.

Opting out of any method of contact will not affect your treatment or care at Volusia Medical Center; we will continue to communicate with you through other means as needed. You must notify us if you do not wish to receive appointment reminders or billing communications by these methods.

We may not disclose your protected health information to family members or friends who maybe involved in your treatment or care without your written permission. Health information may be released without written permission to a parent, guardian, or legal custodian of a child; the guardian of an incompetent adult; the healthcare agent designated in an incapacitated patient's healthcare power of attorney; or the personal representative or spouse of a deceased patient.

There are additional situations when Volusia Medical Center is permitted or required to use or disclose your protected health information without your consent or authorization. Examples including the following:

- As permitted or required by laws.
In certain circumstances we may be required to report individual health information to legal authorities, such as law enforcement officials, court officials, or government agencies. For example, we may have to report abuse, neglect, domestic violence or certain physical injuries. We are required to report gunshot wounds or any other wound to law enforcement officials if there is reasonable cause to believe that the wound occurred as the result of a crime. Mental health records may be disclosed to law enforcement authorities for the purpose of reporting an apparent crime on our premises.
- For public health activities.
We may release healthcare records, with the exception of treatment records, to certain government agencies or public health authority authorized by law, upon receipt of written request from that agency. We are required to report positive HIV test results to the state epidemiologist. We may also disclose HIV test results to other providers or persons where there has been or will be risk of exposure.
- We may report to the state epidemiologist the name of any person known to have been significantly exposed to a patient who tests positive for HIV. We are required by law to report suspected child abuse and neglect and suspected abuse of an unborn child, but cannot disclose HIV test results in connection with the reporting or prosecution of alleged abuse or neglect. We may release healthcare records, including treatment records and HIV test results, to the Food and Drug Administration when required by federal law. We may disclose healthcare records, except for HIV test results, for the purpose of reporting elder abuse or neglect, provided the subject of the abuse or neglect agrees, or if necessary to prevent serious harm. Records may be release for the reporting of domestic violence if necessary to protect the patient or community from imminent and substantial danger.
- For health oversight Activities.
We may disclose healthcare records, including treatment records; in response to a written request by any state or federal governmental agency to perform any legally authorized functions, such as manage audits, financial audits, program monitoring and evaluation, and facility or individual licensure or certifications. HIV test results may not be released to state or governmental agencies, without written permission, except to the state epidemiologist for surveillance, investigation, or to control communicable diseases.
- Judicial and Administrative proceedings.
Patient healthcare records, including treatment records and HIV test results, may be disclosed pursuant to a lawful court order. A subpoena signed by a judge is sufficient to permit disclosure of all healthcare records except for HIV test results.
- For activities related to death.
We may disclose patient healthcare records, except for treatment records, to a coroner or medical examiner for the purpose of completing a medical certificate or investigating a death.
- For research
Under certain circumstances, only after a special approval process, we may use and disclose your healthcare information to help conduct research.
- To avoid a serious to health or safety.
We may report a patient's and other relevant data to the department of transportation if it is believed the patients vision or physical or mental condition affects the patient's ability to exercise reasonable or ordinary control over a motor vehicle. Healthcare information, including treatment records and HIV test results, may be disclosed where disclosure is necessary to protect the patient or the community from imminent or substantial danger.
- For workers compensation.
We may disclose your health information to the extent such records are reasonably related to any injury for which workers compensation is claimed.

Volusia Medical Center will not make any other use or disclosure of your protected health information without your written authorization. You may revoke such authorization at any time, except to the extent that Volusia Medical Center has taken action in reliance thereon. Any revocations must be in writing.

Your rights regarding your protected health information

You are permitted to request that restrictions be placed on certain uses or disclosures of your protected health information by Volusia Medical Center to carry out treatment, payment, or healthcare operations. You must request such a restriction in writing. We are not required to agree to your request, but if we do not agree to your request, but if we do agree, we must adhere to the restrictions, except when your protected health information is needed in an emergency treatment situation. In this event, information may be disclosed only to the healthcare providers treating you. Also, a restriction would not apply when we are required by law to disclose certain healthcare information.

You have the right to review and/or obtain a copy of your healthcare records, with the exception of psychotherapy notes, or information compiled for use (or in anticipation for use) in a civil, criminal, or administrative action or proceeding. Volusia Medical Center may deny an access under other circumstances, in which case you have the right to have the denial reviewed. We may charge a reasonable fee for copying your records.

You may request that Volusia Medical Center send protected health information, including billing information, to you by alternative means or to alternative locations. You may request that Volusia Medical Center not send information to a particular address or location or contact you at a specific location, perhaps your place of employment. This request must be submitted in writing. We will accommodate reasonable requests by you.

You have the right to request that Volusia Medical Center amend portions of your healthcare information is maintained by us. You must submit this request in writing; under certain circumstances the request may be denied.

You may request to receive an accounting of the disclosures of your protected health information made by Volusia Medical Center for the six years prior to the date of the request, beginning with disclosures made after July 23, 2007. We are not required however to record disclosures we make pursuant to a signed consent authorization.

You may request to receive a paper copy of this notice, if you had previously received or agreed to receive the notice electronically.

Any person or patient may file a complaint with Volusia Medical Center and/or secretary of health and human services if they believe their privacy rights have been violated. To file a complaint with Volusia Medical Center, please contact the privacy officer at the following:

Priscilla Luong, MD
Volusia Medical Center
161 North Causeway, Suite A
New Smyrna Beach, FL32169
Phone: (386) 424-1584

It is the policy of Volusia Medical Center that no retaliatory action will be made against any individual who submits or conveys a complaint of suspected or non actual non-compliances or violation of the privacy standards.

This Notice of Privacy Practices is effective July 23, 2007.