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# Pulse Transport

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## Notice of Privacy Practices Regarding Medical Information

THIS NOTICE DESCRIBES HOW MEDICAL INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION. PLEASE REVIEW CAREFULLY.

### What is your health record/information?

Each time you receive health-related treatment or care from a health department or another healthcare provider, a record of your visit is made. Typically, this record contains a history of your illnesses or injuries, symptoms, exam and laboratory results, treatment plans and treatments provided, and notes on future care. Depending on your health care situation, your record with each healthcare provider may contain more or different information.

### What are the responsibilities of Pulse Transport when it comes to your health information?

Pulse Transport will not use or disclose your health information without your authorization, except as explained in this Notice or as required by law. Certain laws may require Pulse Transport to disclose your health information without your authorization. Pulse Transport is required by law to:

- Keep your health information private and only disclose it when required to do so by law.
- Explain Pulse Transport's legal duties and privacy practices in connection with your health records.
- Obey the rules found in this notice.
- Inform you when Pulse Transport is unable to agree to a requested restriction that you have given us; and
- Accommodate your reasonable request for an alternative means of delivery, regarding destination, when sending your health information.

### What are your health information rights?

#### You have the right to:

**Inspect and Obtain a Copy of Your Records.** You have the right to inspect and obtain a copy of certain health information that may be used to make decisions about your care. Usually, this includes medical and billing records, but does not include psychotherapy notes, information compiled in reasonable anticipation of, or use in, civil, criminal, or administrative actions or proceedings, information that is subject to special laws or other information not contained in the medical or billing records.

**Request an Accounting of Disclosures.** You have the right to request, in certain circumstances, an "accounting of disclosures." An "accounting" is a list of the disclosures Pulse Transport has regarding your health information. An "accounting" will not include:



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- Internal uses of information for treatment, payment, or operations.
- Disclosures made to you or made at your request; or
- Disclosures made to family members or friends while providing care.

**Request Restrictions.** You have the right to request a restriction on the health information that Pulse Transport uses or discloses about you for treatment, payment, or healthcare operations. You also have the right to request a limit on the health information Pulse Transport discloses about you to someone who is involved in your care or the payment for your care (i.e., a family member or friend). For example, you could ask that:

- Pulse Transport does not use or disclose information about a procedure you had done; or
- Pulse Transport does not share specific information with certain people.

*Pulse Transport is not required to agree to your request.*

**Request Confidential Communications.** You have the right to request that Pulse Transport communicates with you about medical matters in a certain way or at a certain location. For example, you can ask that Pulse Transport only contact you at work or by mail. Pulse Transport will not ask you the reason for your request. Pulse Transport may ask you for clarification so we can understand your request. You are not required to give an explanation. Pulse Transport will accommodate all reasonable requests. Your request must specify how or where you wish to be contacted.

**Receive Notice of Any Breach of Your Health Information.** If your health information is acquired, accessed, used, or disclosed in a manner not permitted under the HIPAA Rules which compromises the security or privacy of the protected health information, you have a right to receive notice from Pulse Transport of the breach. The term "breach" does not include:

- Any unintentional acquisition, access, or use of your health information by a member of Pulse Transport's workforce or a person acting under the authority of Pulse Transport or its business associate, if such acquisition, access, or use was made in good faith and within the scope of authority and does not result in further use or disclosure in a manner not permitted under the HIPAA Rules.
- Any inadvertent disclosure by a person who is authorized to access your health information at Pulse Transport or its business associate to another person authorized to access protected health information at Pulse Transport or its business associate, or organized health care arrangement in which Pulse Transport participates, and the information received as a result of such disclosure is not further used or disclosed in a manner not permitted under the HIPAA Rules.
- A disclosure of protected health information where Pulse Transport or its business associate has a good faith belief that an unauthorized person to whom the disclosure was made would not reasonably have been able to retain such information.



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**Regarding an Electronic Health Information Exchange.** Pulse Transport may participate in electronic health information technology or HIT. This technology allows a provider or a health plan to make a single request through a health information organization or HIO to obtain electronic records for a specific patient from other HIT participants for purposes of treatment, payment, or health care operations. HIOs are required to use appropriate safeguards to prevent unauthorized uses and disclosures.

You have two options with respect to HIT. First, you may permit authorized individuals to access your electronic health information through an HIO. If you choose this option, you do not have to do anything.

Second, you may restrict access to **all** your information through an HIO (except as required by law). If you wish to restrict access, you must submit the required information either online at <http://www.KanHIT.org> or by completing and mailing a form. This form is available at <http://www.KanHIT.org>. You cannot restrict access to certain information only; your choice is to permit or restrict access to all your information.

If you have questions regarding HIT or HIOs, please visit <http://www.KanHIT.org> for additional information.

If you receive health care services in a state other than Kansas, different rules may apply regarding restrictions on access to your electronic health information. Please communicate directly with your out-of-state health care provider regarding those rules.

**Restrict Disclosure of Your Health Information to Health Plans.** You have the right to request Pulse Transport not disclose your health information to a health plan if:

- The disclosure is for the purpose of carrying out payment or health care operations and is not otherwise required by law; and
- The health information pertains solely to a health care item or service for which you, or a person other than the health plan on behalf of you, has paid Pulse Transport in full.

**Receive your Health Information in Electronic Form.** If Pulse Transport maintains your health information in one or more designated record sets electronically and if you request an electronic copy of such information, Pulse Transport must provide you with access to your health information in the electronic form and format requested by the you, if it is readily producible in such form and format; or, if not, in a readable electronic form and format as agreed to by the Pulse Transport and you.

**Receive A Paper Copy of This Notice.** You have the right to a paper copy of this Notice. You may ask Pulse Transport to give you a copy of this Notice at any time. Even if you have agreed to receive this Notice electronically, you are still entitled to a paper copy of this Notice.



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## How will Pulse Transport use and disclose your health-related treatment or care information?

**For Treatment.** Pulse Transport may use health information about you to provide you with health-related treatment or care. Pulse Transport may disclose health information about you to other treatment providers who are involved in your care. The following are several examples.

- A nurse caring for you during your pregnancy will need to know if you have diabetes because diabetes affects the growth of the baby during the pregnancy. The nurse may need to tell the dietitian that you have diabetes so that your nutritional needs during pregnancy are considered in your care.
- CDDO staff may disclose treatment information to a Business Associate or Affiliate to request services on your behalf.
- Department on Aging staff may disclose treatment information to a Business Associate or Affiliate to request services on your behalf.

**For Payment.** Pulse Transport may use and disclose health information about you for billing purposes so Pulse Transport can collect payment from you, an insurance company or a third party. For example, Pulse Transport may need to give your health insurance company information about a procedure you received at Pulse Transport so we can be paid, or you can be reimbursed for the procedure. Pulse Transport may also tell your health plan about a treatment you are going to receive to obtain prior approval or to determine whether your plan will cover the treatment.

**For Health Care Operations.** Pulse Transport may use and disclose health information about you for operations. These uses and disclosures are necessary to run Pulse Transport and make sure all our clients receive quality care. For example, Pulse Transport may use health information to review our treatment and services and to evaluate the performance of our staff in caring for you. Pulse Transport may disclose information to doctors, nurses, medical students, and other personnel for review and learning purposes. Additional uses and disclosures for "health care operations" include:

- Activities related to improving health or reducing health care costs.
- Protocol development.
- Care management.
- Training, certification, licensing, credentialing, or other related activities.
- Insurance-related functions.
- Medical review and auditing functions, including fraud and abuse detection and compliance programs.
- Conducting or arranging for legal services for Pulse Transport, or its personnel; and
- Business planning and development, business management and general administrative activities
- Internal grievance resolution.



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**Treatment Alternatives.** Pulse Transport may use and disclose health information to tell you about, or recommend, possible treatment options or alternatives that may be of interest to you.

**Health-Related Benefits and Services.** Pulse Transport may use and disclose health information to tell you about health-related benefits or services that may be of interest to you.

**Individuals Involved in Your Care or Payment for Your Care.** Pulse Transport may discuss health information about you to a friend or family member **who you identify as being involved in your health-related treatment or care.** In situations where you are incapacitated or unable to make this decision, we will use our professional judgment in making such disclosures. Pulse Transport may also give information to someone who helps pay for your care. Pulse Transport may disclose health information about you to an entity assisting in disaster relief effort so that your family can be notified about your condition, status, and location. The amount of information disclosed in these situations will depend on that person's particular involvement in your care. If you want this information restricted, you must tell us by using the required procedure listed on page 3 of this Notice.

**Research.** Under certain circumstances, Pulse Transport may use and disclose health information about you for research purposes. For example, a research project may study the effects of early access to health care during pregnancy. All research projects are subject to a special approval process. This process evaluates a proposed research project and its use of health information, while balancing research needs with the client's need for privacy of their health information. Before we use disclosure of health information for research, the project must be approved through the research approval process.

**As Required by Law.** Pulse Transport will disclose health information about you when required to do so by federal, state, or local law. This may include reporting of communicable diseases, wounds, abuse, disease registries, health oversight matters and other public policy requirements. We may be required to report this information without your permission.

**To Avert a Serious Threat to Health or Safety.** Pulse Transport may use and disclose health information about you when necessary to prevent a serious threat to your health and safety or the health and safety of the public or another person. Any disclosure, however, is limited to person(s) who can help prevent the threat.

**Military and Veterans.** If you are a member of the armed forces, Pulse Transport may release health information about you as required by military command authorities.

**Workers' Compensation.** Pulse Transport may release health information about you for workers' compensation or similar programs. These programs provide benefits for work-related injuries or illness.

**Public Health Activities.** Pulse Transport may disclose health information about you without your permission for public health activities. These activities generally include the following:



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- To prevent or control disease, injury, or disability.
- To report births and deaths.
- To report child abuse or neglect.
- To report adverse events, reactions to medications or problems with foods or products.
- To notify people of recalls of products they may be using.
- To notify a person who may have been exposed to a disease or may be at risk for contracting or spreading a disease or condition; and

**Victims of Abuse, Neglect or Domestic Violence.** Pulse Transport may disclose health information without your permission if we believe a patient has been the victim of abuse, neglect, or domestic violence. We will only make this disclosure if you agree or when required or authorized by law.

**Health Oversight Activities.** Pulse Transport may disclose health information without your permission to a health oversight agency for activities authorized by law. These oversight activities include, for example, audits, investigations, inspections, and licensure. These activities are necessary for the government to monitor the health care system, government programs, licensing functions, and compliance with civil rights laws.

**Lawsuits and Disputes.** If you are involved in a lawsuit or in a dispute, Pulse Transport may disclose health information about you in response to a court or administrative order. We may also disclose health information about you in response to a court or administrative order even if you are not involved in the lawsuit or dispute. Health information about you may be disclosed in response to a subpoena, discovery request, or other lawful process by someone else involved in the dispute, but only if efforts have been made to tell you about the request or to obtain an order protecting the information requested or as otherwise permitted by law.

**Law Enforcement. Unless state or federal law is more restrictive than HIPAA regarding disclosure of certain records,** Pulse Transport may release health information if asked to do so by law enforcement officials:

- In response to a court order, subpoena, warrant, summons, or similar process.
- To identify or locate a suspect, fugitive, material witness, or missing person.
- About the victim of a crime if, under certain limited circumstances, we are unable to obtain the person's agreement; and
- In emergency circumstances to report a crime, the location of a crime or victims, or the identity, description or location of the person who committed the crime.

**Coroners, Medical Examiners and Funeral Directors.** Pulse Transport may release health information to a Coroner or Medical Examiner (e.g., to determine the cause of death).



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**National Security and Intelligence Activities.** Pulse Transport may release health information about you to authorized federal officials for intelligence, counterintelligence, and other national security activities authorized by law.

**Inmates.** If you are an inmate of a correctional institution or under the custody of a law enforcement official, Pulse Transport may release health information about you to the correctional institution. This release would be necessary:

- For the institution to provide you with health care.
- To protect your health and safety or the health and safety of others; or
- For the safety and security of the correctional institution.

**Pulse Transport will not use or disclose your health information without your written authorization in the following circumstances:**

- Psychotherapy notes; except to carry out the following treatment, payment, or health care operations:
  - Use by the originator of the psychotherapy notes for treatment.
  - Use or disclosure by Pulse Transport for its own training programs in which students, trainees, or practitioners in mental health learn under the supervision to practice or improve their skills in group, joint, family, or individual therapy; or
  - Use or disclosure by Pulse Transport to defend itself in a legal action or other proceeding brought by the individual.
- Marketing; except if the communication is in the form of:
  - A face-to-face communication made by Pulse Transport to the individual.
  - A promotional gift of nominal value provided by Pulse Transport.

If the marketing involves direct or indirect remuneration to Pulse Transport from a third party, the authorization must state that such remuneration is involved.

- Pulse Transport will not sell your health information.

## **What should you do if you have a complaint concerning your medical records?**

If you believe your privacy rights have been violated, you may file a complaint with Pulse Transport or with the Secretary of the Department of Health and Human Services (DHHS.) All complaints must be submitted in writing. We cannot, and will not, require you to waive the right to file a complaint as a condition of receiving treatment from Pulse Transport. You will not be penalized for filing a complaint.

To request any information or file a complaint, email Pulse Transport at [pulsetransportllc@gmail.com](mailto:pulsetransportllc@gmail.com) or call us at 123-456-7890

