



Home Medical Equipment

HELPING PEOPLE BREATHE, SLEEP AND FEEL BETTER

800-892-4044

Corporate Address:
375 N. West Street
Westerville, OH 43082
www.qoDASCO.com

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 review it carefully.

If you have any questions about this Notice please contact: Privacy Officer at 800-892-4044

This Notice of Privacy Practices describes how **DASCO Home Medical Equipment** may use and disclose your protected health information to carry out treatment, payment or health care operations and for other purposes that are permitted or required by law. It also describes your rights to access and control your protected health information. "Protected health information" is information about you, including demographic information, that may identify you and relates to your past, present or future physical or mental health or condition and related health care services, supplies and/or equipment.

We are required to by law to provide you with and abide by the terms of this Notice of Privacy Practices. We may change any aspect of our privacy notice and/or policies at any time without first notifying you. The most current revision of the notice will be effective for all protected health information that we maintain at that time. You may request the most current copy of this Notice of Privacy Practices by accessing our website at www.qoDASCO.com, or by calling the office and asking for a copy to be mailed to you.

Understanding Your Health Record Information

Each time you visit a healthcare provider, a record of your visit is made. Typically, this record contains your identifying information, symptoms, examination and test results, diagnoses, treatment, a plan for future care or treatment and various other information. This information, often referred to as your health or medical record, serves many purposes including as a:

- Basis for planning your care and treatment
- Means of communication among the many health professionals who contribute to your care
- Legal document describing the care you received
- Means by which you or a third party payer can verify that services billed were actually provided
- Tool in education of health care professionals
- Source of data for medical research
- Source of information for public health officials charged with monitoring and improving the health of the nation
- Source of data for facility planning and marketing
- Tool with which we can assess and continually work to improve the care we render and the outcomes we achieve

Understanding what is in your record and how health information is used helps you to:

- Ensure its accuracy,
- Better understand who, what, when, where, and why others may access your health information, and
- Make more informed decisions when authorizing disclosure to others.

Your Health Information Rights

Although your health record is the physical property of the healthcare practitioner or facility that compiled it, the information belongs to you. With written request, you have the right to:

- Request a restriction or limitation on certain uses and disclosures of your information (note: We are not required to agree to your request).
- Obtain a written copy of the notice of privacy practices.
- Inspect and obtain a copy of your health record. Our organization may charge a fee to cover costs of copying, mailing, labor and supplies associated with your request. We may deny such a request in certain circumstances. You may request a review of any such denial.
- Amend your health record. The request must be written and must include a supporting reason. We may deny the request in certain circumstances.
- Obtain an accounting of certain disclosures of your health information.
- Request communications of your health information by alternative means or at an alternative location. We use our best efforts to accommodate reasonable requests.
- Revoke your authorization to use or disclose health information except to the extent that action has already been taken.

Our Responsibilities

This organization is required by law to:

- Maintain the privacy of your health information,
- Provide you with this notice as to our legal duties and privacy practices with respect to health information we collect and maintain about you,
- Abide by the terms of this notice,
- Notify you if we are unable to agree to a requested restriction,
- Accommodate reasonable requests you may have to communicate health information by alternative means or at alternative locations.

We will not use or disclose your health information without your authorization, except as described in this notice.

If you believe your privacy rights have been violated, you can file a complaint with our Privacy Officer, or with the Secretary of Health and Human Services. You may contact our **Privacy Officer or the CEO, Rachel Mazur at 800-892-4044 or 614-901-2226** for further information about the complaint process. DASCO Home Medical Equipment will not retaliate for any complaint made concerning our privacy practices.

Examples of Disclosures for Treatment, Payment and Health Operations

These disclosures must be made with no specific authorization from you:

Treatment

Information obtained by a health care professional or other member of your healthcare team will be recorded in your record and used to determine the course of treatment that is intended to work best for you. We may provide your physician or a subsequent healthcare provider with copies of various reports that should assist him or her treating you.

Payment

A bill may be sent to you or a third-party payer. The information on or accompanying the bill may include information that identifies you, as well as your diagnosis, procedures, and supplies used and various other information.

Regular Health Operations

Members of our quality improvement team and other employees and consultants may use information in your health record to assess the care and outcomes in your case and others like it. This information could then be used in an effort to continually improve the quality and effectiveness of the healthcare and service we provide.

Some examples of circumstances when we may directly contact you include: verifying compliance with medication usage; scheduling preventative maintenance; scheduling deliveries; verifying use of equipment, etc.

- Business associates: There are some services provided in our organization through contracts with business associates. Examples include our document shredding service (when disposing of your health record), our legal representatives, our accrediting agency, etc. When these services are contracted, we may disclose your health information to our business associate so that they can perform the job we've asked them to do. To protect your health information, however, we require the business associate to appropriately safeguard your information.
- Notification – We may use or disclose information to notify or assist in notifying a family member, personal representative, or another person responsible for your care, your location, and general condition.
- Communication with family – Health professionals, using their best judgment, may disclose to a family member, other relative, close personal friend or any other person you identify, health information relevant to that person's involvement in your care or payment related to your care.
- Research – We may disclose information to researchers when their research has been approved by an institutional review board that has reviewed the research proposal and established protocols to ensure the privacy of your health information.
- Funeral directors – We may disclose health information to funeral directors consistent with applicable law to carry out their duties.
- Marketing – We may contact you to provide appointment reminders or information about treatment alternatives or other health-related benefits and services that may be of interest to you.
- Fund Raising – We may contact you as part of a fund-raising effort.
- Food and Drug Administration (FDA) – We may disclose to the FDA health information relative to adverse events with respect to food, supplements, product and health defects, or post marketing surveillance information to enable product recalls, repairs, or replacement.
- Workers compensation – We may disclose health information to the extent authorized by and to the extent necessary to comply with laws relating to workers compensation or other similar programs established by law.
- Public health – As required by law, we may disclose your health information to public health or legal authorities charged with preventing or controlling disease, injury, disability, potential abuse and neglect, threat to the safety of your health or others.
- Correctional institution – Should you be an inmate of a correctional institution, we may disclose to the institution or agents thereof health information necessary for your health and the health and safety of other individuals.
- Military – Our organization may disclose your identifiable health information if you are a member of U.S. or foreign military forces (including veterans) and if required by the appropriate military command authorities.
- National Security – Our organization may disclose your identifiable health information to federal officials for intelligence and national security activities authorized by law. We also may disclose your identifiable health information to federal officials in order to protect the President, other officials or foreign heads of state, or to conduct investigations.
- Vendors – We may disclose your information in the event of an equipment recall.
- Law enforcement – We may disclose health information for law enforcement purposes as required by law in response to a valid subpoena, or requested by an attorney with a valid release of information.

Federal law makes provision for your health information to be released to an appropriate health oversight agency, public health authority or attorney, provided that work force member or business associate believes in good faith that we have engaged in unlawful conduct or have otherwise violated professional or clinical standards and are potentially endangering one or more patients, workers or the public.

This notice was published and became effective on April 14, 2003.