



**CORPORATE OFFICE**  
375 N. West Street  
Westerville, Ohio 43082  
**800-892-4044**  
[www.GoDASCO.com](http://www.GoDASCO.com)

## Notice of Privacy Practices

**Effective Date:** April 14, 2003

This Notice of Privacy Practices 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 the **Privacy Officer** at **800-892-4044**.

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### Our Commitment to Your Privacy

This Notice of Privacy Practices describes how **DASCO Home Medical Equipment** may use and disclose your protected health information (PHI) to carry out treatment, payment, or healthcare 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 healthcare services, supplies, and/or equipment.

We are required by law to provide you with this Notice and to abide by its terms. We reserve the right to change our privacy practices and this Notice at any time. Any revised Notice will apply to all protected health information we maintain. The most current version of this Notice will be available on our website at [www.GODASCO.com](http://www.GODASCO.com), or you may request a copy by mail by contacting our office.

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### Understanding Your Health Record

Each time you visit a healthcare provider, a record of your visit is created. This record typically includes identifying information, symptoms, examination and test results, diagnoses, treatment, plans for future care, and other related information. This health or medical record is used for multiple purposes, including:

- Planning your care and treatment
- Communication among healthcare professionals involved in your care
- Legal documentation of the care you received
- Verification of services billed to you or a third-party payer
- Education of healthcare professionals
- Medical research
- Public health monitoring and improvement
- Facility planning and marketing
- Quality assessment and improvement of care and outcomes

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

- Ensure the accuracy of your information
- Better understand who may access your information, and why
- Make informed decisions about authorizing disclosures

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## Your Health Information Rights

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

- **Request restrictions** on certain uses and disclosures of your health information (we are not required to agree to all requests)
- **Obtain a copy** of this Notice of Privacy Practices (a reasonable fee may apply)
- **Inspect and obtain a copy** of your health record, with limited exceptions
- **Request an amendment** to your health information if you believe it is incorrect or incomplete
- **Receive an accounting** of certain disclosures of your health information
- **Request confidential communications** by alternative means or at an alternative location
- **Revoke an authorization** to use or disclose health information, except where action has already been taken

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## Our Responsibilities

**DASCO Home Medical Equipment** is required by law to:

- Maintain the privacy of your health information
- Provide you with this Notice explaining our legal duties and privacy practices
- Abide by the terms of the current Notice

- Notify you if we are unable to agree to a requested restriction
- Accommodate reasonable requests for alternative communication methods or locations

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

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## **Uses and Disclosures for Treatment, Payment, and Healthcare Operations**

The following uses and disclosures may be made without your specific authorization:

### **Treatment**

Information obtained by healthcare professionals involved in your care is recorded in your health record and used to determine the most appropriate course of treatment. We may share your information with physicians or other healthcare providers involved in your care.

### **Payment**

We may use and disclose your health information to bill and collect payment from you, insurance companies, or third-party payers. Information shared may include your diagnosis, procedures, supplies used, and other related details.

### **Healthcare Operations**

We may use your health information for quality assessment, improvement activities, employee review, training, and business planning to ensure high-quality care and services.

We may also contact you directly for purposes such as appointment reminders, equipment servicing, delivery scheduling, compliance verification, and related operational needs.

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## **Additional Permitted Uses and Disclosures**

- **Business Associates:** We may disclose health information to contracted business associates who perform services on our behalf, provided they agree to safeguard your information.
- **Notification:** We may disclose information to notify or assist in notifying family members or others responsible for your care regarding your location or general condition.

- **Communication with Family:** Health professionals may share relevant information with family members or others involved in your care or payment.
- **Research:** Information may be disclosed for approved research purposes under strict privacy safeguards.
- **Funeral Directors:** We may disclose information as permitted by law to assist funeral directors in carrying out their duties.
- **Marketing:** We may contact you with appointment reminders or information about treatment alternatives or health-related services.
- **Fundraising:** We may contact you as part of fundraising activities.
- **Food and Drug Administration (FDA):** We may disclose information related to adverse events, product defects, recalls, or replacements.
- **Workers' Compensation:** Information may be disclosed as authorized to comply with workers' compensation laws.
- **Public Health:** We may disclose information to public health or legal authorities as required by law.
- **Correctional Institutions:** If you are an inmate, we may disclose information necessary for your health and safety and that of others.
- **Military and Veterans:** Information may be disclosed as required by military command authorities.
- **National Security:** We may disclose information to authorized federal officials for national security or protective services.
- **Vendors:** Information may be disclosed in the event of an equipment recall.
- **Law Enforcement:** Information may be disclosed as required by law in response to subpoenas or valid legal requests.

Federal law also permits disclosure of health information to appropriate oversight agencies, public health authorities, or attorneys when there is a good-faith belief of unlawful conduct, professional misconduct, or threats to patient or public safety.

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## Complaints

If you believe your privacy rights have been violated, you may file a complaint with DASCO Home Medical Equipment or with the Secretary of the U.S. Department of Health and Human Services.

To file a complaint or obtain additional information, contact:

**Privacy Officer**

Phone: **800-892-4044 or 614-901-2226**

DASCO Home Medical Equipment will not retaliate against you for filing a complaint.