

# HIPAA NOTICE OF PRIVACY PRACTICES

MEDLINE INDUSTRIES, INC.

As required by the Privacy Regulations Promulgated Pursuant to the Health Insurance Portability and Accountability Act of 1996 (HIPAA)

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

This Notice of Privacy Practices describes how we may use and disclose your protected health information (PHI) to carry out treatment, payment or health care operations (TPO) 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 that relates to your past, present or future physical or mental health or condition and related health care services.

## **PERMITTED USES AND DISCLOSURES**

Your protected health information may be used and disclosed by our organization, our employees and others outside of our office that are involved in your care and treatment for the purpose of providing health care services to you, to pay your health care bills, to support the operation of the organization, and any other use required by law.

**Treatment** means the provision, coordination or management of your health care, including patient specific home delivery of medical supplies. For example, your protected health information may be provided to a physician to receive authorization to provide you medical supplies.

**Payment** means activities we undertake to obtain reimbursement for the health care provided to you, including determinations of eligibility and coverage and other utilization review activities. Your protected health information will be used, as needed, to obtain payment for your health care services. For example, obtaining approval for equipment or supplies coverage may require that your relevant protected health information be disclosed to the health plan to obtain approval for coverage.

**Health care operations** means Medline may use or disclose, as-needed, your protected health information in order to support the business activities of our organization. For example, we may disclose your protected health information to accrediting agencies as part of an accreditation survey. We may use or disclose your protected health information, as necessary, to contact you. The supporting functions of Medline related to *treatment* and *payment*, such as quality assurance activities, receiving and responding to customer complaints, physician reviews, compliance programs, audits, business planning, development, management and administrative activities.

**We may use or disclose your protected health information in the following situations without your authorization:** As Required by Law, Public Health issues as required by law, communicable diseases, health oversight, abuse or neglect, Food and Drug Administration requirements, legal proceedings, law enforcement, and Workers' Compensation. Required uses and disclosures: under the law Medline must make disclosures to you and when required by the Secretary of the Department of Health and Human Services to investigate or determine our compliance with the requirements of Section 164.500.

We may use or disclose your protected health information in the following situations without your authorization: as Required By Law, Public Health issues as required by law, Communicable Diseases, Health Oversight, Abuse or Neglect, Food and Drug Administration requirements, Legal Proceedings, Law Enforcement, Criminal Activity, Inmates, Military Activity, National Security, and Workers' Compensation. Required Uses and Disclosures: Under the law, we must make disclosures to you and when required by the Secretary of the Department of Health and Human Services to investigate or determine our compliance with the requirements of Section 164.500.

**Other Permitted and Required Uses and Disclosures Will Be Made Only with Your Consent, Authorization or Opportunity to Object, unless required by law.**

You may revoke this authorization, at any time, in writing, except to the extent that your physician or this organization has taken an action in reliance on the use or disclosure indicated in the authorization.

**YOUR RIGHTS:** Following is a statement of your rights with respect to your protected health information.

**You have the right to inspect and copy your protected health information.** Under federal law, however, you may not inspect or copy the following records; psychotherapy notes; information compiled in reasonable anticipation of, or use in, a civil, criminal, or administrative action or proceeding, and protected health information that is subject to law that prohibits access to protected health information.

**You have the right to request a restriction of your protected health information.** This means you may ask us not to use or disclose any part of your protected health information for the purposes of treatment, payment or healthcare operations. You may also request that any part of your protected health information not be disclosed to family members or friends who may be involved in your care or for notification purposes as described in this Notice of Privacy Practices. Your request must state the specific restriction requested and to whom you want the restriction to apply.

Our organization is not required to agree to a restriction that you may request. If our organization believes it is in your best interest to permit use and disclosure of your protected health information, your protected health information will not be restricted. You then have the right to use another Healthcare Professional.

**You have the right to request to receive confidential communications from us by alternative means or at an alternative location. You have the right to obtain a paper copy of this notice from us,** upon request, even if you have agreed to accept this notice alternatively, e.g., electronically.

**You may have the right to have our organization amend your protected health information.** If we deny your request for amendment, you have the right to file a statement of disagreement with us and we may prepare a rebuttal to your statement and will provide you with a copy of any such rebuttal.

**You have the right to receive an accounting of certain disclosures we have made, if any, of your protected health information.**

We reserve the right to change the terms of this notice and will inform you by mail of any changes. You then have the right to object or withdraw as provided in this notice.

**Complaints:** You have the right to file a complaint with us if you believe that your client rights or privacy rights have been violated. **Medline Industries, Inc. will not intimidate or retaliate against any individual who reports a breach of policy.**

**We are required by law** to maintain the privacy of, and provide individuals with, this notice of our legal duties and privacy practices with respect to protected health information, if you have any questions concerning about your client/patient rights, **please contact us at 866-356-4997.**

Associated companies with whom we may do business, such as delivery services or interpreters, are given only enough information to provide the necessary service to you. No medical information will be provided by Medline. Please feel free to call or email Medline if you have any questions about how we protect your privacy. Our goal is always to provide you with the highest quality of services.

Contact us at:  
**Medline Industries, Inc.**  
Attn: Privacy Office  
Three Lakes Drive  
Northfield, IL 60093

Email: [MedlinePrivacyOffice@medline.com](mailto:MedlinePrivacyOffice@medline.com)  
Phone: 844-265-6512  
Fax: 866-779-5827