



Notice of Privacy Practices

(Medical Information Disclosure - Summary of Office Policy)

This Notice is provided to you pursuant to the privacy regulations enacted as a result of the Health Insurance Portability and Accountability Act of 1996 (HIPAA). This joint notice of privacy practices describes how your medical information may be used and disclosed and how you can get access to your information.

A. OUR COMMITMENT TO YOUR PRIVACY

Doctors First is committed to maintaining the privacy of your health information. We are required by law to (i) maintain the privacy of your health information; (ii) provide you with this notice of our legal duties and privacy practices with respect to your health information; (iii) follow the terms of the notice of privacy practices currently in effect; and (iv) notify you if there is a breach of your health information. We must also provide you with the following important information: (a) how we may use and disclose your health information; (b) your privacy rights; and (c) our obligations concerning the use and disclosure of your health information.

This Notice of Privacy Practices is NOT an authorization. Rather it describes how we, our Business Associates, and their subcontractors may use and disclose your Protected Health Information to carry out treatment, payment, or health care operations, and for other purposes as permitted or required by law. It also describes your rights to access and control your Protected Health Information.

“Protected Health Information” (“PHI”) means information that identifies you individually; including demographic information, and information that relates to your past, present, or future physical or mental health condition and/or related health care services.

The terms of this notice apply to all your PHI created or maintained by Doctors First. We reserve the right to revise or amend this Notice at any time. Any revision or amendment to this notice will be effective for all your records that we created or maintained in the past and for any of your records that we may create or maintain in the future. You may request a copy of our most current Notice at any time.

B. SUMMARY OF THIS NOTICE

1. We may use and share your information to: Provide care and treatment, Bill or seek payment for services we have provided, conduct our business, File reports with public health and safety entities, Conduct certain research activities, Respond to organ and tissue donation requests, Work with a medical examiner or funeral director, law enforcement and other government requests, Defend lawsuits and legal actions.
2. You may have certain choices about how we use and share information when we: Share information with your family and friends, Provide disaster relief, Provide mental health care, Market services that Doctors First provides, Conduct certain research activities
3. You have the right to: Get a copy of your medical record, Request how we communicate with you, Ask us to further restrict the information we share, Get a list of those with whom we've shared your information, Get a copy of this privacy notice, Choose someone to act for you if you are unable to make your own decisions, File a complaint if you believe your privacy rights have been violated
4. You have the right to request an amendment to any healthcare information as long as PHI is maintained. Doctors First may deny any amendment of healthcare information if Doctors First did not create the information and/or if the records are accurate and complete. Doctors First examines and grants/denies requests to amend healthcare information within 60 days of the original request.
5. We refrain from intimidation and retaliation when an individual files any complaint of any nature. We appoint 1 compliance officer to receive and process complaints

C. Use and Disclosure of your Individually Identifiable Health Information (PHI)

Treatment: Doctors First may use or share your PHI to provide medical treatment or services for you and manage and

coordinate your medical care. Doctors First may disclose your PHI to physicians and health care providers (including pharmacists), durable medical equipment (DME) vendors, surgery centers, hospitals, rehabilitation therapists, home health providers, laboratories, nurse case managers, worker's compensation or auto insurance adjusters, etc. to ensure that your medical providers have the necessary information to diagnose and provide treatment to you. For example, a doctor treating you for a broken leg may need to know if you have diabetes because diabetes may affect the healing process. Doctors First may also disclose your PHI to individuals who are directly involved in your care, including family members, friends or other care providers. If you participate in a virtual visit (telehealth), your information will be shared electronically via a secure transmission to facilitate the virtual visit.

Payment: Doctors First may use and disclose your PHI in order to bill for services provided and collect payment from health plans or other entities. For example, we may disclose PHI to your health insurance plan so it will pay for your services, determine your eligibility for coverage, or to obtain prior approval from the insurer to cover payment for treatment

Health Care Operations: Doctors First and its providers may use and disclose your PHI to run our businesses, improve your care, and contact you when necessary. For example: We may use or disclose your PHI to conduct quality or patient safety activities, population-based activities relating to improving health or reducing health care costs, case management and care coordination, and contacting your health care providers and you with information about treatment alternatives.

Appointment Reminders: Check-In and Results. Doctors First may use and disclose your PHI to contact you and remind you of an appointment. Doctors First may use a sign-in sheet at the registration desk and call you by name in the waiting room when your provider is ready to see you. Doctors First may also use your PHI to contact you about test results. Doctors First may leave a message reminding you of an appointment or the results of certain tests but will leave the minimum amount of information necessary to communicate this information.

Treatment Options and Health-Related Benefits and Services: Doctors First may use and disclose your PHI to inform you of treatment options or alternatives as well as certain health-related benefits or services that may be of interest to you. Doctors First may also use and disclose your PHI to describe health-related products or services (or payment for such products or services) provided through your benefit plan or to offer information on other providers participating in a healthcare network that we participate in.

Disclosures to Family or Friends: Doctors First may disclose your PHI to individuals involved in your care or treatment or responsible for payment of your care or treatment. If you are incapacitated, we may disclose your PHI to the person named in your Durable Power of Attorney for Health Care or your personal representative (the individual authorized by law to make health-related decisions for you). In the event of a disaster, your PHI may be disclosed to disaster relief organizations to coordinate your care and/or to notify family members or friends of your location and condition.

Disclosures Required By Law: Doctors First will use and disclose your PHI when we are required to do so by federal, state or local law. For example, Doctors First may disclose PHI to comply with child and elder abuse reporting laws or to report certain diseases, injuries, or deaths to state or federal agencies.

D. Additional Information

Patient Portal and Other Patient Electronic Correspondence. Doctors First may use and disclose your PHI through various secure patient portals that allow you to view, download and transmit certain medical and billing information and communicate with certain health care providers in a secure manner through the portal. For more information on the Doctors First patient portal, please visit our website at <https://www.drfirst.com>

E. Using Technology to Improve Healthcare

Health Information Exchange (HIE) enables your healthcare providers to quickly and securely share your health information electronically among a network of healthcare providers, including physicians, hospitals, laboratories and pharmacies. Your health information is transmitted securely and only authorized healthcare providers with a valid reason may access your information.

F. Changes to This Notice

Doctors First reserves the right to change this Notice at any time. Doctors First reserves the right to make the revised or changed Notice effective for medical information we already have about you, as well as for any information we receive in the future. Doctors First will post the current Notice at registration sites throughout Doctors First and on our website at [drfirst.com/HIPAA](https://www.drfirst.com/HIPAA).

G. No Waiver

Under no circumstances will Doctors First require an individual to waive his or her rights under the HIPAA Privacy Rule or the HIPAA Breach Notification Rule as a condition for receiving treatment.