

This notice describes how medical information about clients may be used and disclosed and how clients can get access to this information. Please review it carefully.

If clients have any questions about this Notice please address them to our Contact Officer:

**Desiree Quintanilla
4490 Kolopa St. Ste. B
Lihue, HI 96766
Ph: 808-245-7348
Email: desiree@kauairx.com**

This Notice of Privacy Practices describes how we may use and disclose clients' 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 clients' rights to access and control clients protected health information. "Protected health information" is information about client, including demographic information, that may identify clients and that relates to clients' past, present or future physical or mental health or condition and related health care services.

We are required to abide by the terms of this Notice of Privacy Practices. We may change the terms of our notice, at any time. The new notice will be effective for all protected health information that we maintain at that time. Upon clients' request, we will provide with any revised Notice of Privacy Practices by [if applicable, accessing our website (Insert Facility website address)], calling the office and requesting that a revised copy be sent to clients in the mail or asking for one at the time of clients' next appointment.

I. Understanding Clients' Health Record/Information

Each time clients visit a healthcare provider; a record of clients' visit is made. Typically, this record contains clients' symptoms, examination and test results, diagnoses, treatment, and a plan for future care or treatment. This information, often referred to as clients' health or medical record, serves as a:

- basis for planning clients' care and treatment
- means of communication among the many health professionals who contribute to clients' care
- legal document describing the care clients received
- means by which clients or a third-party payer can verify that services billed were actually provided a tool in educating health professionals
- source of data for medical research
- source of information for public health officials charged with improving the health of the nation
- source of data for facility planning and marketing
- a tool with which we can assess and continually work to improve the care we render and the outcomes we achieve

Understanding what is in clients' record and how clients' health information is used helps clients to:

- ensure its accuracy
- better understand who, what, when, where, and why others may access clients' health information
- make more informed decisions when authorizing disclosure to others

II. Clients' Health Information Rights

Although clients' health record is the physical property of the healthcare practitioner or facility that compiled it, the information belongs to you. Clients have the right to:

- request a restriction on certain uses and disclosures of clients' information
- obtain a paper copy of the notice of information practices upon request
- inspect and obtain a copy of clients' health record
- amend clients' health record
- obtain an accounting of disclosures of clients' health information
- request communications of clients' health information by alternative means or at alternative
- locations revoke clients' authorization to use or disclose health information except to the extent that action has already been taken

III. Our Responsibilities

This organization is required to:

- maintain the privacy of clients' health information
- provide clients with a notice as to our legal duties and privacy practices with respect to
- information we collect and maintain about clients
- abide by the terms of this notice
- notify clients if we are unable to agree to a requested restriction
- accommodate reasonable requests clients may have to communicate health information by alternative means or at alternative locations.

We will not use or disclose clients' health information without clients' authorization, except as described in this notice. If clients believe clients' privacy rights have been violated, clients can file a complaint with our Privacy Contact or with the Secretary of Health and Human Services. There will be no retaliation for filing a complaint. Clients may contact our Privacy Contact Officer for further information about the complaint process. (see organization chart posted in pharmacy)

IV. Examples of Disclosures for Treatment, Payment and Health Operations

We will use clients' health information for treatment.

For example: Information obtained by a therapist or other member of clients' healthcare team will be recorded in clients' record and used to determine the course of treatment that should work best for you. We may provide clients' physician or a subsequent healthcare provider with copies of various reports that should assist him or her in treating you.

We will use clients' health information for payment.

For example: A bill may be sent to clients or a third-party payer. The information on or accompanying the bill may include information that identifies you, as well as clients' diagnosis, procedures, and supplies used.

We will use clients' health information for regular health operations.

For example: Members of our quality improvement team may use information in clients' health record to assess the care and outcomes in clients' case and others like it. This information will then be used in an effort to continually improve the quality and effectiveness of the healthcare and service we provide.

Business associates: There are some services provided in our organization through contacts with business associates.

Examples include our billing service and a copy service we use when making copies of clients' health record. When these services are contracted, we may disclose clients' health information to our business associate so that they can perform the job we have asked them to do and bill clients or clients' third-party payer for services rendered. To protect clients' health information, however, we require the business associate to appropriately safeguard clients' information.

Notification: We may use or disclose information to notify or assist in notifying a family member, personal representative, or another person responsible for clients' care, clients' 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 clients identify, health information relevant to that person's involvement in clients' care or payment related to clients' 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 clients' health information.

Funeral directors: We may disclose health information to funeral directors consistent with applicable law to carry out their duties.

Organ procurement organizations: Consistent with applicable law, we may disclose health information to organ procurement organizations or other entities engaged in the procurement, banking, or transplantation of organs for the purpose of tissue donation and transplant.

Marketing: We may contact clients 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 clients 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 product 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 clients' health information to public health or legal authorities charged with preventing or controlling disease, injury, or disability.

Correctional institution: Should clients be an inmate of a correctional institution; we may disclose to the institution or agents thereof health information necessary for clients' health and the health and safety of other individuals.

Law enforcement: We may disclose health information for law enforcement purposes as required by law or in response to a valid subpoena.

Federal law makes provision for clients' health information to be released to an appropriate health oversight agency, public health authority or attorney, provided that a 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 becomes effective on April 14, 2003.

This notice provided for you by
Lihue Pharmacy Group
Business Office:
4490 Kolopa St. Ste.B
Lihue, HI 96766