

Patient Privacy: Your Information. Your Rights. Our Responsibilities.

NOTICE OF PRIVACY PRACTICES

Effective Date: October 1, 2017

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

Most of us feel our health information is private and that it should be protected. We also want to know who has this information. At Avante, we understand your health information is personal. We are committed to protecting it.

We welcome opportunities to help you better understand our privacy practices. If you have any questions about this Notice, please contact the Facility Executive Director. You may also contact the Corporate Privacy Office. The HIPAA Privacy Officer may be contacted at the Corporate Privacy Office:

HIPAA Privacy Officer
Legal Department
4601 Sheridan Street
Suite 500
Hollywood, FL 33021
P: 954-987-7180
F: 844-662-6155
E: hipaa@avantegroup.com

Understanding Your Health Information

Each time you are admitted to an Avante Facility, a record of your stay is made containing health and financial information, known as “protected health information.”

The record is known as the Designated Record Set. Avante creates the Designated Record Set of the care and services you receive to provide you with quality care and to comply with certain legal requirements. The information contained in the Designated Record Set is referred to in this Notice as “Protected Health Information” (“PHI”) or simply “health information.”

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

- Ensure it is accurate
- Better understand who may access your health information

- **Make more informed** decisions when authorizing disclosure to others

We are required by law to maintain the privacy of your health information and to provide you with this notice of our legal duties and privacy practices. Among other uses outlined in this Notice, we may use or disclose PHI to:

- Plan your care and treatment
- Communicate with other health professionals involved in your care
- Document the care you receive
- Educate health professionals
- Provide information for medical research
- Provide information to public health officials
- Evaluate and improve the care we provide
- Obtain payment for the care we provide

OUR LEGAL DUTY TO PROTECT HEALTH INFORMATION ABOUT YOU

Avante is required by law to maintain the privacy of health information, to provide individuals with notice of Avante's legal duties and privacy practices with respect to health information, and to abide by the terms of the notice currently in effect.

This Notice applies to all records of your care generated by Avante, created by Avante caregivers or other medical providers collaborating with your care at an Avante Facility or elsewhere.

This Notice describes how we may use and disclose your health information, and provides examples where they may be useful to you. This Notice also describes your rights regarding your health information.

CHANGES TO THIS NOTICE

We can change the terms of this notice at any time. We reserve the right to make the revised notice effective for health information we already have about you as well as any information we receive in the future. Changes will apply to all information we have about you. The new notice will be available upon request, in the facility, and on our web site.

Your Rights

You have the right to:

- Get a copy of your paper or electronic medical record
- Correct your paper or electronic medical record
- Request confidential communication

- Ask us to limit 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
- File a complaint if you believe your privacy rights have been violated

Your Choices

You have some choices in the way that we use and share information as we:

- Tell family and friends about your condition
- Provide disaster relief
- Include you in a hospital directory
- Provide mental health care
- Market our services and sell your information
- Raise funds

Our Uses and Disclosures

We may use and share your information as we:

- Treat you
- Run our organization (health care operations)
- Bill for your services
- Help with public health and safety issues
- Do research
- Comply with the law
- Respond to organ and tissue donation requests
- Work with a medical examiner or funeral director
- Address workers' compensation, law enforcement, and other government requests
- Respond to lawsuits and legal actions
- Report to authorized military and veterans' administration authorities
- Coordination in a state of emergency or in national security and intelligence activities as required by law

Your Rights

When it comes to your health information, you have certain rights. This section explains your rights and some of our responsibilities to help you.

Get an electronic or paper copy of your medical record

- You can ask to see or get an electronic or paper copy of your medical record and other health information we have about you. Ask us how to do this.
- We will provide a copy or a summary of your health information, usually within 30 days of your request. We may charge a reasonable, cost-based fee.

Ask us to correct your medical record

- You can ask us to correct health information about you that you think is incorrect or incomplete. Ask us how to do this.
- We may say “no” to your request, but we’ll tell you why in writing within 60 days.

Request confidential communications

- You can ask us to contact you in a specific way (for example, home or office phone) or to send mail to a different address.
- We will say “yes” to all reasonable requests.

Ask us to limit what we use or share

- You can ask us not to use or share certain health information for treatment, payment, or our operations. We are not required to agree to your request, and we may say “no” if it would affect your care.
- If you pay for a service or health care item out-of-pocket in full, you can ask us not to share that information for payment or our operations with your health insurer. We will say “yes” unless a law requires us to share that information.

Get a list of those with whom we’ve shared information

- You can ask for a list (accounting) of the times we’ve shared your health information for six years prior to the date you ask, who we shared it with, and why.
- We will include all the disclosures except for those about treatment, payment, and health care operations, and certain other disclosures (such as any you asked us to make). We’ll provide one accounting a year for free but will charge a reasonable, cost-based fee if you ask for another one within 12 months.

Get a copy of this privacy notice

You can ask for a paper copy of this notice at any time, even if you have agreed to receive the notice electronically. We will provide you with a paper copy promptly.

Choose someone to act for you

- If you have given someone medical power of attorney or if someone is your legal guardian, that person can exercise your rights and make choices about your health information.
- We will make sure the person has this authority and can act for you before we take any action.

File a complaint if you feel your rights are violated

If you believe your privacy rights have been violated, you may file a complaint with the Facility or with the Secretary of the Department of Health and Human Services.

- You can complain if you feel we have violated your rights by contacting us using the information on page 1 or by using the information provided below.

To ask a question of us or to file a complaint in writing, you may do so by emailing compliance@avantegroup.com or by accessing the Report and Response System, available online at: <https://app.convercent.com/en-us/LandingPage/16f3d718-d54a-e611-80ce-000d3ab1117e>. You may also file a complaint by calling our hotline at (800) 461-9330.

- You can file a complaint with the U.S. Department of Health and Human Services Office for Civil Rights by sending a letter to 200 Independence Avenue, S.W., Washington, D.C. 20201, calling 1-877-696-6775, or visiting www.hhs.gov/ocr/privacy/hipaa/complaints/.

We will not retaliate against you for filing a complaint.

Your Choices

For certain health information, you can tell us your choices about what we share.

If you have a clear preference for how we share your information in the situations described below, talk to us. Tell us what you want us to do, and we will follow your instructions.

In these cases, you have both the right and choice to tell us to:

- Share information with your family, close friends, or others involved in your care
- Share information in a disaster relief situation
- Include your information in a hospital directory

If you are not able to tell us your preference, for example if you are unconscious, we may go ahead and share your information if we believe it is in your best interest. We may also share your information when needed to lessen a serious and imminent threat to health or safety.

In these cases, we will not share your information unless you give us written permission:

- Marketing purposes
- Sale of your information
- Most sharing of psychotherapy notes

In the case of fundraising:

Although we may contact you to raise funds for our Facility, you have the right to opt out of receiving future fundraising communications, and your decision will have no impact on your treatment or payment for services at our Facility. You must submit your request in writing to the Executive Director.

Our Uses and Disclosures

How do we typically use or share your health information?

We typically use or share your health information in the following ways.

Treat you

We can use your health information and share it with other professionals who are treating you.

Example: A doctor treating you for an injury asks another doctor about your overall health condition.

Run our organization

We can use and share your health information to run our practice, improve your care, and contact you when necessary.

Example: We use health information about you to manage your treatment and services.

Bill for your services

We can use and share your health information to bill and get payment from health plans or other entities.

Example: We give information about you to your health insurance plan so it will pay for your services.

How else can we use or share your health information?

We are allowed or required to share your information in other ways – usually in ways that contribute to the public good, such as public health and research. We must meet many conditions in the law before we can share your information for these purposes.

Help with public health and safety issues

We can share health information about you for certain situations such as:

- Preventing disease
- Helping with product recalls

- Reporting adverse reactions to medications
- Reporting suspected abuse, neglect, or domestic violence
- Preventing or reducing a serious threat to anyone's health or safety

Do research

We can use or share your information for health research.

Comply with the law

We will share information about you if state or federal laws require it, including with the Department of Health and Human Services if it wants to see that we're complying with federal privacy law.

Respond to organ and tissue donation requests

We can share health information about you with organ procurement organizations.

Work with a medical examiner or funeral director

We can share health information with a coroner, medical examiner, or funeral director when an individual dies.

Address workers' compensation, law enforcement, and other government requests

We can use or share health information about you:

- For workers' compensation claims
- For law enforcement purposes or with a law enforcement official
- With health oversight agencies for activities authorized by law
- For special government functions such as military, national security, and presidential protective services

Respond to lawsuits and legal actions

We can share health information about you in response to a court or administrative order, or in response to a subpoena.

Our Responsibilities

- We are required by law to maintain the privacy and security of your protected health information.
- We will let you know promptly if a breach occurs that may have compromised the privacy or security of your information.
- We must follow the duties and privacy practices described in this notice and give you a copy of it.

- We will not use or share your information other than as described here unless you tell us we can in writing. If you tell us we can, you may change your mind at any time. We understand. Just let us know in writing if you change your mind.

Links to Other Websites

This website may contain links to non-Avante websites that are not affiliated with Avante. Avante is not responsible for the privacy practices, information collection practices, or the content of other websites or any damages resulting from their use. Please be aware that when you leave our site you are encouraged to read the privacy policies of the website to determine their policies regarding personally identifiable information. This Privacy Policy applies only to information collected by Avante's website.

To learn more about your privacy rights under HIPAA, please visit: www.hhs.gov/ocr/privacy/hipaa/understanding/consumers/index.html (last accessed October 1, 2017).

To better understand Notices of Privacy Practices, please visit: www.hhs.gov/ocr/privacy/hipaa/understanding/consumers/noticepp.html (last accessed October 1, 2017).