

METHODIST LE BONHEUR HEALTHCARE

JOINT NOTICE OF PRIVACY PRACTICES

THIS NOTICE DESCRIBES HOW MEDICAL INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION.

PLEASE REVIEW IT CAREFULLY.

Methodist Le Bonheur Healthcare (including our hospitals, outpatient centers, hospices, diagnostic and treatment centers, surgery centers, physician offices, etc.) make and keep records of your medical and billing information. While you are a patient within our Health System, we will use and disclose your medical information –

- To provide treatment to you and to keep a record describing your care,
- To receive payment for the care we provide,
- To administer and conduct business relating to the services and facilities of the Health System, and
- To comply with federal and state law.

This Notice summarizes the ways Methodist Le Bonheur Healthcare and those noted below may use and disclose medical information about you. It also describes your rights and our duties regarding the use and disclosure of your medical information. This Notice applies to all records of your care held within the Health System.

When we use the word “we” or “Health System” we mean all the persons/entities covered by this Notice and listed below, its affiliates, medical professionals and other persons/companies who assist us with your treatment, payment or our business as a health care provider.

We are required by law –

- To keep your medical information confidential
- To make available to you this Notice of our legal duties and privacy practices with respect to your medical information; and
- To follow the terms of the Notice that is currently in effect.

PERSONS/ENTITIES COVERED BY THIS NOTICE

- All employees, staff, and other Health System personnel;
- The following entities, sites and locations:

Methodist Healthcare–Memphis Hospitals: Methodist University Hospital, Methodist North Hospital, Methodist South Hospital, Methodist

Le Bonheur Germantown Hospital, Le Bonheur Children's Hospital;
Methodist Olive Branch Hospital

Wound Healing Centers: North Comprehensive Wound Healing Center,
South Comprehensive Wound Healing Center

Sleep Disorders Center: Methodist Sleep Disorders Center

Minor Medical Centers/Urgent Care Center: Methodist Minor Medical
Center - Cordova, Methodist Minor Medical Center - Hacks Cross,
Methodist Minor Medical Center - Midtown, Methodist Minor Medical
Center - Olive Branch, Urgent Care (Le Bonheur) - Memphis

Surgery Centers: Hamilton Eye Institute Surgery Center, Le Bonheur East
Surgery Center, Methodist Surgery Center - Germantown, Methodist
Surgery Center - North, Wolf River Surgery Center

Diagnostic Centers: Margaret West Comprehensive Breast Center -
Germantown, Margaret West Screening Breast Center, Margaret West
Comprehensive Breast Center/Methodist Diagnostic Center - Midtown,
Methodist Diagnostic Center - Germantown, Methodist Diagnostic Center
- North, Methodist Diagnostic Center - South, Methodist Diagnostic
Center - Olive Branch, Methodist Diagnostic Center - Southaven,
Methodist Germantown Radiology Department

Cancer Treatment Centers: Methodist Germantown Radiation Oncology
Center, Methodist University Radiation Oncology Center, West Cancer
Center

Alliance Health Services, Inc.: Methodist Hospice Residence, Methodist
Hospice Care, and Methodist Palliative Care, Home Care Services,
Infusion Therapy, Home Medical Equipment

Physician Practices - Primary Care:

Methodist Medical Group Locations: 1264 Wesley, Suite 606; 1325
Eastmoreland, Suite 245; 1325 Eastmoreland, Suite 150; 1533 Union; 1880
Old Highway 51 South; 2589 Appling Road, Suite 101; 2961 Canada Road,
Suite 105; 303 Bancario Road, Suite 1; 3473 Poplar Avenue, Suite 103; 3950
New Covington Pike, Suite 110; 3725 Champion Hills Drive, Suite 2000; 3789
Covington Pike; 491A Craft Street; 5182 Sanderlin, Suite 3; 565 North
Robinson Street; 6401 Poplar, Suite 400; 6570 Summer Oaks Cove; 7163
Goodman Road; 7235 Hacks Cross; 7550 Wolf River Blvd; 76 Capital Way,
Suite C; 7655 Poplar Avenue, Suite 140; 7690 Wolf River Circle; 7796 Wolf

Trail Cove, Suite 201; 7900 Airways Blvd, Bldg. A, Suite 6; 8115 Country Village; 9047 Poplar Avenue, Suite 105; Methodist University Clinic; UT Methodist Physicians – Primary Care

Physician Practices - Specialists:

Arrhythmia Consultants, PC, Methodist Medical Group - Cardiovascular Surgery Midtown, Methodist Medical Group - Cardiovascular Surgery North, Methodist Medical Group – Endocrinology, Ian Gaillard, M.D., Memphis Shoulder and Orthopedic Surgery, Memphis Shoulder and Orthopedic Surgery – Olive Branch, Methodist Medical Group – General Surgery Germantown, Methodist Medical Group – General Surgery North, Methodist Medical Group – General Surgery Olive Branch, Methodist Medical Group – General Surgery South, Methodist Medical Group – Rheumatology, OB-GYN Specialists, P.C., Olive Branch Women’s Center, Southcrest Women’s Healthcare, Sutherland Cardiology Clinic, P.C., Thaddeus Gaillard, M.D., PC., UT Methodist Physicians – Specialist, Women’s Health and Wellness Center

And, Methodist Healthcare Foundation, Le Bonheur Children’s Hospital Foundation. In addition, these entities, sites and locations may share medical information with each other for your treatment, payment and administrative purposes described in this Notice;

- For a full list of entities covered by this notice, please see www.methodisthealth.org/patients-guests/patient-privacy-practices.dot
- Persons or entities performing services for the Health System under agreements containing privacy and security protections or to which disclosure of medical information is permitted by law;
- Persons or entities with whom the Health System participates in managed care arrangements;
- Our volunteers and medical, nursing and other health care students; and
- Members of the Health System Medical Staffs and other medical professionals involved in your care or performing peer review, quality improvement, medical education and other services for the Hospital.

USES AND DISCLOSURES OF YOUR MEDICAL INFORMATION

We use and disclose medical information in the ways described below.

Treatment. We may use your medical information to provide medical treatment or services to you. We may disclose medical information about you to doctors, nurses, technicians, therapists, medical, nursing or other health care students, or other

personnel taking care of you inside and outside of our Health System. We may use and disclose your medical information to coordinate or manage your care. As examples, a doctor treating you for a broken leg may need to know if you have diabetes because diabetes may slow the healing process, or the doctor may need to tell the dietitian if you have diabetes so you can have appropriate meals. Departments within the Health System may share your medical information to schedule the tests and procedures you need, such as prescriptions, laboratory tests and x-rays. We also may disclose your medical information to health care facilities if you need to be transferred from a Health System facility to another hospital, a nursing home, a home health provider, rehabilitation center, etc. We also may disclose your medical information to people outside the Health System who are involved in your care while you are here or after you leave the Health System, such as other health care providers, family members or pharmacists.

Payment. We may use and disclose your medical information so that the treatment and services you receive can be billed and collected from you, an insurance company or another company or person. As examples, we may give your insurance company (e.g., Medicare, Medicaid, CHAMPUS/TRICARE, or a private insurance company) information about surgery you received so your insurance company will pay us for the surgery. We also may tell your insurance company about a treatment you are going to receive in order to determine whether you are eligible for coverage or to obtain prior approval from the company to cover payment for the treatment. We could disclose your information to a collection agency to obtain overdue payment. We might also be asked to disclose information to a regulatory agency or other entity to determine whether the services we provided were medical necessary or appropriately billed.

Health Care Operations. We may use and disclose your medical information for any operational function necessary to run the Health System and its facilities as a business and as a licensed/certified/accredited facility, including uses/disclosures of your information such as in the following examples: (1) Conducting quality or patient safety activities, population-based activities relating to improving health or reducing health care costs, case management and care coordination, and contacting of health care providers and you with information about treatment alternatives; (2) Reviewing health care professionals' backgrounds and grading their performance, conducting training programs for staff, students, trainees, or practitioners and non-health care professionals; performing accreditation, licensing, or credentialing activities; (3) Engaging in activities related to health insurance benefits, (4) Conducting or arranging for medical review, legal services, and auditing functions; (5) Business planning, development, and management activities, including things like customer service, resolving complaints; sale, transfer or combine of all or part of the Health System entities and the background research related to such activities; and (6) Creating and using de-identified health information or a limited data set or having a business associate perform combine data or do other tasks for various operational purposes.

As additional examples, we may disclose your medical information to physicians on our Medical Staff who review the care that was provided to patients by their colleagues. We may disclose information to doctors, nurses, therapists, technicians, medical, nursing or other health care students, and Health System personnel for teaching purposes. We may combine medical information about many patients to decide what services the Health System should offer, and whether new services are cost-effective and how we compare from a quality perspective with other hospitals/health systems. Sometimes, we may remove your identifying information from your medical information so others may use it to study health care services, products and delivery without learning who you are. We may disclose information to other health care providers involved in your treatment to permit them to carry out the work of their facility or to get paid. We may provide information about your treatment to an ambulance company that brought you to the Health System so that the ambulance company can get paid for their services.

Activities of Our Affiliates. We may disclose your medical information to our affiliates in connection with your treatment or other Health System activities.

Activities of Organized Health Care Arrangements in Which We Participate. For certain activities, the Hospital, members of its Medical Staff and other independent professionals are called an Organized Health Care Arrangement. We may disclose information about you to health care providers participating in our Organized Health Care Arrangement, such as a managed care or physician-Health System organization. Such disclosures would be made in connection with our services, your treatment under a health plan arrangement, and other activities of the Organized Health Care Arrangement. We operate under this Joint Notice for activities involving the Health System.

IMPORTANT: The Health System may share your medical information with members of the Health System Medical Staff and other independent medical professionals in order to provide treatment, payment and healthcare operations and perform other activities for the Health System. While those professionals have agreed to follow this Notice and otherwise participate in the privacy program of the Health System, they are independent professionals and the Health System expressly disclaims any responsibility or liability for their acts or omissions relating to your care or privacy/security rights.

Health Information Exchange.

IMPORTANT NOTICE REGARDING THE DISCLOSURE OF YOUR MEDICAL RECORDS TO HEALTH INFORMATION EXCHANGE (HIE)

After you receive care, we may release your medical records or other information about you to a Health Information Exchange (called "HIE"). A health information exchange provides healthcare providers (including doctors and health facilities) with the capability to share or "exchange" clinical information about you electronically among other health care providers. HIEs are designed to provide your physicians/health facilities with greater access to your clinical data with the goal of reducing redundant testing and treatment delays associated with paper medical records, enhancing communication between providers and providing patients with safer, more patient-centered care. HIEs are particularly helpful when providing care in emergency situations.

The healthcare providers who have access to HIE will have access to your personal or health information that has been uploaded or entered into the HIE and may use that information for treatment, payment or healthcare operations, or as otherwise required/allowed by state and federal law.

- HIE is a network that links the Health System its Affiliates, its credentialed physicians (employed or independent) and other medical care providers and allows them to exchange health information about you. The federal government is proposing that HIE will be interlinked with HIEs or networks across the state and country acting as a commonly shared medical record to help provide continuity of information and care. For example, your primary care physician may have access to your ob/gyn or cardiologist's records. An ED physician treating you in another state may have access to your medical record, etc.
- We MAY OR MAY NOT upload any or all of your past, present, or future medical information into HIE, and your healthcare providers may or may not have access to HIE. Therefore, we encourage you to be your own advocate and always notify your healthcare provider of all your past and present medical conditions, treatments and medications.
- SENSITIVE INFORMATION: Sensitive information (such as HIV/AIDs or other communicable disease, mental health, drug and alcohol treatment information) is protected under state and federal law. We may provide sensitive information to HIE but have put into place protections to help prevent the disclosure of sensitive information to those other than your treating providers, their workforce members and business associates; however, because sensitive information cannot be completely isolated from other medical information, there is a chance that sensitive information (or information that could indicate you have had treatment for a sensitive condition) could be included within your medical information. Therefore, if you are concerned at all about a certain piece of medical information being inappropriately used/disclosed/redisclosed/known, we strongly recommend you

opt-out of participation in HIE.

- **OPT-OUT: IF YOU DO NOT WANT YOUR PERSONAL OR MEDICAL INFORMATION AUTOMATICALLY ENTERED INTO OR DISCLOSED THROUGH HIE, PLEASE LET US KNOW BY COMPLETING THE HIE OPT-OUT FORM AT REGISTRATION POINTS THROUGHOUT THE HEALTH SYSTEM. PLEASE ALLOW 10 BUSINESS DAYS FOR US TO PROCESS YOUR OPT-OUT REQUEST. INFORMATION RELEASED TO HIE PRIOR TO PROCESSING OF OPT-OUT FORM MAY REMAIN IN HIE.**
- **PLEASE NOTE THAT YOU MUST ALSO OPT-OUT SEPARATELY WITH EACH OF YOUR PHYSICIAN AND OTHER PROVIDERS WHO MAY PARTICIPATE IN HIE.**

Patient Portal / Other Patient Electronic Correspondence We will use and disclose information through a secure patient portal which allows you to view, download and transmit certain parts of your medical information (e.g. lab results) in a secure manner when using the portal. However, if you choose to store, print, email, or post the information using technology outside the secure patient portal, it may not be secure. Further, if you email us medical or billing information from a private email address (such as Yahoo, Gmail, etc.) your information will not be encrypted unless you use a secure messaging portal to us. Requests to email your medical or billing information to a private email address (such as a Yahoo, Gmail, etc.) will be encrypted by us when it is sent to you - unless you request otherwise. If you request us to post your information in dropboxes, on flashdrives/CDs, etc., your information may not be encrypted and may not be secure. We are not responsible if this confidential information once released from our secure portal is redisclosed by an authorized recipient. We are not responsible for subsequent damage, alteration or misuse of the data.

Health Services, Products, Treatment Alternatives and Health-Related Benefits. We may use and disclose your medical information in providing face-to-face communications; promotional gifts; refill reminders or communications about a drug or biologic; case management or care coordination, or to direct or recommend alternative treatments, therapies, providers, or settings of care; or to describe a health-related product/service (or payment for such product/service) that is provided through a benefit plan; or to offer information on other providers participating in a healthcare network that we participate in, or to offer other health-related products, benefits or services that may be of interest to you. We may use and disclose your medical information to contact and remind you of an appointment for treatment or medical care.

Fundraising. We may use and disclose your medical information to raise money for the Health System. Methodist Healthcare Foundation and Le Bonheur Children's Foundation ("Foundations") are the Health System's primary fundraising entities. The Health System is allowed to disclose certain parts of your medical information to these Foundations or others involved in fundraising, unless you tell us you do not want such

information used and disclosed. For example, the Health System may disclose to the Foundations demographic information, like your name, address, other contact information, telephone number, gender, age, date of birth, the dates you received treatment by the Health System, the department that provided you service, your treating physician, outcome information, and health insurance status. You have a right to opt-out of receiving fundraising requests. If you do not want the Health System to contact you for fundraising, please notify the Director of Funds Management by email at Foundation_OptOut@mlh.org, or by mail at P.O. Box 42048 Memphis, TN 38174, or by calling 901-516-0500.

Hospital or Nursing Home and other Facility Directory. We may include certain information about you in the Hospital, Nursing Home, Hospice and other residential or inpatient Facility Directory while you are a patient in these facilities. This information may include your name, your room number, your general condition (good, fair, etc.) and your religious affiliation. Your religious affiliation may be given to a member of the clergy, such as a priest or rabbi, even if they don't ask for you by name. Directory information, except for your religious affiliation, may be released to people who ask for you by name. This is so your family, friends and clergy can visit you in the Health System and generally know how you are doing. If you do not want this information given out, please notify the Patient Access Representative at the time of your registration for admission.

Individuals Involved in Your Care or Payment for Your Care. We may release your medical information if you become incapacitated to the person you named in your Durable Power of Attorney for Health Care (if you have one), or otherwise to a friend or family member who is your personal representative (i.e., empowered under state or other law to make health-related decisions for you). We may give information to someone who helps pay for your care. In addition, we may disclose your medical information to an entity assisting in disaster relief efforts so that your family can be notified about your condition. HIPAA also allows us at certain times to speak with those who are/were involved in your care/payment activities while being treated as patient and/or even after your death, if we reasonably infer based on our professional judgment that you would not object. If you do not wish for us to speak with a particular person about your care, you should notify the Facility Health Information Management Department and ask about the Restriction Policy.

Research. We may use and disclose your medical information for research purposes. Most research projects, however, are subject to a special approval process. Most research projects require your permission if a researcher will be involved in your care or will have access to your name, address or other information that identifies you. However, the law allows some research to be done using your medical information without requiring your written approval.

Required By Law. We will disclose your medical information when federal, state or local law requires it. For example, the Health System and its personnel must comply with child and elder abuse reporting laws and laws requiring us to report certain diseases or injuries or deaths to state or federal agencies.

Serious Threat to Health or Safety. We may use and disclose your medical information when necessary to prevent a serious threat to your health and safety or the health and safety of the public or another person.

Organ and Tissue Donation. If you are an organ donor, we may release your medical information to organizations that handle organ procurement or organ, eye or tissue transplantation or to an organ donation bank, as necessary to aid in its organ or tissue donation and transplantation process.

Military and Veterans. If you are a member of the U.S. or foreign armed forces, we may release your medical information as required by military command authorities.

Workers' Compensation. We may release medical information about you for workers' compensation or similar programs. These programs provide benefits for work-related injuries or illness.

Minors. If you are a minor (under 18 years old), the Health System will comply with the applicable State law regarding minors. We may release certain types of your medical information to your parent or guardian, if such release is required or permitted by law.

Public Health Risks. We may disclose your medical information (and certain test results) for public health purposes, such as –

- To a public health authority to prevent or control communicable diseases (including sexually transmitted diseases), injury or disability,
- To report births and deaths,
- To report child, elder or adult abuse, neglect or domestic violence,
- To report to FDA or other authority reactions to medications or problems with products,
- To notify people of recalls of products they may be using,
- To notify a person who may have been exposed to a disease or may be at risk for getting or spreading a disease or condition,
- To notify employer of work-related illness or injury (in certain cases), and
- To a school to disclose whether immunizations have been obtained.

Health Oversight Activities. We may disclose your medical information to a federal or state agency for health oversight activities such as audits, investigations, inspections, and licensure of the Health System and of the providers who treated you at the

Hospital. These activities are necessary for the government to monitor the health care system, government programs, and compliance with laws.

Lawsuits and Disputes. We may disclose your medical information to respond to a court or governmental agency request, order or a search warrant. We also may disclose your medical information in response to a subpoena, discovery request, or other lawful process by someone else involved in a dispute.

Law Enforcement. Subject to certain conditions, we may disclose your medical information for a law enforcement purpose upon the request of a law enforcement official or to report suspicion of death resulting from criminal conduct or crime on our premises or for emergency or other purposes.

Medical Examiners and Funeral Directors. We may disclose your medical information to a coroner or medical examiner or funeral director so they may carry out their duties.

National Security. We may disclose your medical information to authorized federal officials for national security activities authorized by law.

Protective Services. We may disclose your medical information to authorized federal officials so they may provide protection to the President of the United States and other persons.

Inmates. If you are an inmate of a correctional institution or under the custody of a law enforcement officer, we may release your medical information to the correctional institution or a law enforcement officer. This release would be necessary for the Health System to provide you with health care, to protect your health and safety or the health and safety of others, or for the safety and security of the law enforcement officer or the correctional institution.

Incidental Disclosures. Although we train our staff in privacy, due to the way treatment and billing occurs, your medical or billing information may be overheard or seen by people not involved directly in your care. For example, your visitors or visitors visiting other patients on your treatment floor could overhear a conversation about you or see you getting treatment.

Business Associates. Your medical or billing information could be disclosed to people or companies outside our Health System who provide services to us. We make these companies sign special confidentiality agreements with us before giving them access to your information. They are also subject to fines by the federal government if they use/disclose your information in a way that is not allowed by law.

Note: State law provides special protection for certain types of health information, including information about alcohol or drug abuse, mental health and AIDS/HIV, and may limit whether

and how we may disclose information about you to others. Federal law provides additional protection for information that results from alcohol and drug rehabilitation treatment programs.

Confidentiality of Alcohol and Drug Abuse Patient Records

The confidentiality of alcohol and drug abuse patient records maintained by a federally assisted alcohol and drug rehabilitation program is protected by Federal law and regulations. Generally, the program may not say to a person outside the program that a patient attends the program, or disclose any information identifying a patient as an alcohol or drug abuser Unless:

- (1) The patient consents in writing;
- (2) The disclosure is allowed by a court order; or
- (3) The disclosure is made to medical personnel in a medical emergency or to qualified personnel for research, audit, or program evaluation.

Violation of the Federal law and regulations by a program is a crime. Suspected violations may be reported to appropriate authorities in accordance with Federal regulations.

Federal law and regulations do not protect any information about a crime committed by a patient either at the program or against any person who works for the program or about any threat to commit such a crime.

Federal laws and regulations do not protect any information about suspected child abuse or neglect from being reported under State law to appropriate State or local authorities.

(See 42 U.S.C. 290dd-3 and 42 U.S.C. 290ee-3 for Federal laws and 42 C.F.R. part 2 for Federal regulations.)

YOUR PRIVACY RIGHTS

Right to Review and Right to Request a Copy. You have the right to review and get a copy of your medical and billing information that is held by us in a designated record set (including the right to obtain an electronic copy if readily producible by us in the form and format requested). The Health Information Management Department or Medical Records Department has a form you can fill out to request to review or get a copy of your medical information, and can tell you how much your copies will cost. The Health System is allowed by law to charge a reasonable cost-based fee for labor, supplies, postage and the time to prepare any summary. The Health System will tell you if it cannot fulfill your request. If you are denied the right to see or copy your information, you may ask us to reconsider our decision. Depending on the reason for the decision, we may ask a licensed health care professional to review your request and its denial. We will comply with this person's decision.

Right to Amend. If you feel your medical information in our records is incorrect or incomplete, you may ask us in writing to amend the information. You must provide a reason to support your requested amendment. We will tell you if we cannot fulfill your request. The facility Health Information Department (HIM) or Medical Records Department can help you with your request. See the hospital HIM Department contact information below.

Right to an Accounting of Disclosures. You have the right to make a written request for a list of certain disclosures the Health System has made of your medical information within a certain period of time. This list is not required to include all disclosures we make. For example, disclosure for treatment, payment, or Health System administrative purposes, disclosures made before April 14, 2003, disclosures made to you or which you authorized, and other disclosures are not required to be listed. The Health Information Department (HIM) or Medical Records Department can help you with this process, if needed. See the hospital HIM Department contact information below.

Location	Telephone Amend Request	Telephone Accounting Request
Methodist Healthcare - University Hospital 1265 Union Avenue Memphis, TN 38104	(901) 516-8424 or (901) 516-7000	(901) 516-8425 or (901) 516-7000
Methodist Healthcare - North Hospital 3960 New Covington Pike Memphis, TN 38128	(901) 516-5295 or (901) 516-5200	(901) 516-8425 or (901) 516-5200
Methodist Healthcare - South Hospital 1300 Wesley Drive Memphis, TN 38116	(901) 516-3733 or (901) 516-3700	(901) 516-8425 or (901) 516-3700
Methodist Le Bonheur Germantown Hospital 7691 Poplar Avenue Germantown, TN 38138	(901) 516-6979, Opt 2 or (901) 516-6418	(901) 516-2414 or (901) 516-6418
Methodist Olive Branch Hospital 4250 Bethel Road Olive Branch, MS 38654	(662) 932-9000	(662) 932-9000
Le Bonheur Children's Hospital 848 Adams Avenue Memphis, TN 38103	(901) 287-6076 or (901) 287-5437	(901) 287-6076 or (901) 287-5437

Right to Request Restrictions on Disclosures. You have the right to make a written request to restrict or put a limitation on the medical information we use or disclose about you for treatment, payment or health care operations. You also have the right to request a limit on your medical information that we disclose to someone involved in

your care or the payment for your care, like a family member or friend. *We are generally not required to agree to your request, except as follows:*

- **Payor Exception:** If otherwise allowed by law, we are required to agree to a requested restriction, if (1) the disclosure is to your health insurance plan for purposes of carrying out payment or health care operations and (2) the medical information to be restricted relates solely to a health care item or service for which all parties have been paid in full out of pocket. **NOTE:** During a single Hospital / Health System visit, you may receive a bill for payment from multiple sources, including the Hospital, laboratories, individual physicians who cared for you, specialists, radiologists, etc. Therefore, if you wish to restrict a disclosure to your health insurance company from all these parties, you must contact each independent health care provider separately and you must submit payment in full to each individual provider. Hospital expressly disclaims any responsibility or liability for independent medical staff acts or omissions relating to your HIPAA privacy rights.

If we do agree to a request for restriction, we will comply with your request unless the information is needed to provide you with emergency treatment or to make a disclosure that is required under law. In your request, you must tell us (1) what information you want to limit; (2) whether you want to limit our use, disclosure or both; and (3) to whom you want the limits to apply, for example, disclosures to your adult children.

Right to Request Confidential Communications. You have the right to make a written request that we communicate with you about medical matters in a certain way or at a certain location. For example, you can ask that we contact you only at work or by mail. We will not ask you the reason for your request. We will accommodate all reasonable requests. Your request must specify how or where you wish to be contacted.

Right to a Paper Copy of This Notice. You have the right to receive a paper copy of this Notice at any time even if you have agreed to receive this Notice electronically. You may obtain a copy of this Notice at our website at www.methodisthealth.org/patients-guests/patient-privacy-practices.dot or a paper copy from your provider.

Right to Receive a Notice of a Breach of Unsecured Medical / Billing Information. You have the right to receive a notice in writing of a breach of your unsecured medical or billing or financial information. Your physicians (who are not Health System employees) or other independent entities involved in your care will be solely responsible for notifying you of any breaches that result from their actions or inactions.

CHANGES TO THIS NOTICE

We reserve the right to change this Notice. We reserve 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. We will post the current Notice in the Hospital, and throughout the Health System registration sites and on our website at www.methodisthealth.org/patients-guests/patient-privacy-practices.dot

COMPLAINTS

If you believe your privacy rights have been violated, you may file a written complaint with the Health System or with the Secretary of the Department of Health and Human Services or HHS. Generally, a complaint must be filed with HHS within 180 days after the act or omission occurred, or within 180 days of when you knew or should have known of the action or omission. To file a complaint with the Health System, contact the Privacy Officer at (901)-516-0560. You will not be denied care or discriminated against by the Health System for filing a complaint.

OTHER USES AND DISCLOSURES OF MEDICAL OR BILLING INFORMATION REQUIRE YOUR AUTHORIZATION

Disclosures that are not referenced in this Notice of Privacy Practices or are not otherwise allowed or required by federal and/or state law or our policies and procedures, will require your authorization. Uses and disclosures of your medical information not generally covered by this Notice or the laws and regulations that apply to the Health System will be made only with your written permission or authorization. For example, unless otherwise allowed by law, most uses and disclosures of psychotherapy notes, uses and disclosures for marketing purposes and disclosures that constitute the sale of medical information require an authorization.

If you give us permission to use or disclose medical information about you, you may revoke that permission, in writing, at any time. If you revoke your permission, we will no longer use or disclose your medical information for the reasons covered by your written authorization, but the revocation will not affect actions we have taken in reliance on your permission. You understand that we are unable to take back any disclosures we have already made with your permission, we still must continue to comply with laws that require certain disclosures, and we are required to retain our records of the care that we provided to you.

If you have any questions about this Notice, please contact the Privacy Officer at (901)-516-0560.

Effective Date: September 23, 2013

Methodist Le Bonheur Healthcare

SUMMARY OF NOTICE OF PRIVACY PRACTICES

Our Legal Duty: Our Health System has a duty to protect the confidentiality of medical information about you. This is a brief summary of our Notice of Privacy Practices. We are required to provide you with Notice explaining ways we may use and disclose your medical information and describing your legal rights and our obligations regarding the use and disclosure of your medical information.

Parties Following The Notice: The Notice will be followed by the Health System and its affiliates, together with their health care professionals, staff and volunteers; members of the Medical Staff and those participating in managed care networks with the Health System; and other legal entities that provide services to the Health System.

The following entities, sites and locations:

Methodist Healthcare–Memphis Hospitals: Methodist University Hospital, Methodist North Hospital, Methodist South Hospital, Methodist Le Bonheur Germantown Hospital, Le Bonheur Children’s Hospital; Methodist Healthcare–Olive Branch Hospital,

Wound Healing Centers: North Comprehensive Wound Healing Center, South Comprehensive Wound Healing Center

Sleep Disorders Center: Methodist Sleep Disorders Center

Minor Medical Centers/Urgent Care Center: Methodist Minor Medical Center – Cordova, Methodist Minor Medical Center – Hacks Cross, Methodist Minor Medical Center – Midtown, Methodist Minor Medical Center – Olive Branch, Urgent Care (Le Bonheur) – Memphis

Surgery Centers: Hamilton Eye Institute Surgery Center, Le Bonheur East Surgery Center, Methodist Surgery Center – Germantown, Methodist Surgery Center – North, Wolf River Surgery Center

Diagnostic Centers: Margaret West Comprehensive Breast Center – Germantown, Margaret West Screening Breast Center, Margaret West Comprehensive Breast Center/Methodist Diagnostic Center – Midtown, Methodist Diagnostic Center – Germantown, Methodist Diagnostic Center – North, Methodist Diagnostic Center – South, Methodist Diagnostic Center – Southaven, Methodist Germantown Radiology Department

Cancer Treatment Centers: Methodist Germantown Radiation Oncology Center, Methodist University Radiation Oncology Center, West Cancer Center

Alliance Health Services, Inc.: Methodist Hospice Residence, Methodist Hospice Care, and Methodist Palliative Care, Home Care Services, Infusion Therapy, Home Medical Equipment

Physician Practices - Primary Care:

Methodist Medical Group Locations: 1264 Wesley, Suite 606; 1325 Eastmoreland, Suite 245; 1325 Eastmoreland, Suite 150; 1533 Union; 1880 Old Highway 51 South; 2589 Appling Road, Suite 101; 2961 Canada Road, Suite 105; 303 Bancario Road, Suite 1; 3473 Poplar Avenue, Suite 103; 3950 New Covington Pike, Suite 110; 3725 Champion Hills Drive, Suite 2000; 3789 Covington Pike; 491A Craft Street; 5182 Sanderlin, Suite 3; 565 North Robinson Street; 6401 Poplar, Suite 400; 6570 Summer Oaks Cove; 7163 Goodman Road; 7235 Hacks Cross; 7550 Wolf River Blvd; 76 Capital Way, Suite C; 7655 Poplar Avenue, Suite 140; 7690 Wolf River Circle; 7796 Wolf Trail Cove, Suite 201; 7900 Airways Blvd, Bldg. A, Suite 6; 8115 Country Village; 9047 Poplar Avenue, Suite 105; Methodist University Clinic; UT Methodist Physicians - Primary Care

Physician Practices - Specialists:

Arrhythmia Consultants, PC, Methodist Medical Group - Cardiovascular Surgery Midtown, Methodist Medical Group - Cardiovascular Surgery North, Methodist Medical Group - Endocrinology, Ian Gaillard, M.D., Memphis Shoulder and Orthopedic Surgery, Memphis Shoulder and Orthopedic Surgery - Olive Branch, Methodist Medical Group - General Surgery Germantown, Methodist Medical Group - General Surgery North, Methodist Medical Group - General Surgery Olive Branch, Methodist Medical Group - General Surgery South, Methodist Medical Group - Rheumatology, OB-GYN Specialists, P.C., Olive Branch Women's Center, Southcrest Women's Healthcare, Sutherland Cardiology Clinic, P.C., Thaddeus Gaillard, M.D., PC., UT Methodist Physicians - Specialist, Women's Health and Wellness Center

And, Methodist Healthcare Foundation, Le Bonheur Children's Hospital Foundation. In addition, these entities, sites and locations may share medical information with each other for your treatment, payment and administrative purposes described in this Notice; For a full list of entities covered by this notice, please see www.methodisthealth.org/patients-guests/patient-privacy-practices.dot

How We May Use and Disclose Medical Information About You: We may use or disclose identifiable health information about you for many reasons, including but not limited to the following:

- Treatment, Payment and Healthcare Operations
- Activities of managed care networks in which we participate
- Activities of our affiliates
- Appointment reminders
- Health oversight activities
- Fundraising activities (unless you opt out)
- Public health purposes
- Organ donation
- Auditing
- To avert a serious threat to health or safety
- National security and protective services
- To coroners, medical examiners and funeral
- Research directors
- Workers' compensation
- To military command authorities
- Lawsuits, administrative hearings and reviews, and disputes
- As required by law
- Law enforcement purposes.

We may use or disclose certain limited information about you, unless you object or request a limitation of the disclosure, for:

- Hospital directories
- Individuals involved in your care or payment

HIE: We participate in a health information exchange. Other health care providers will use the same common electronic medical record to document and review the health care services they provide to you.

Opt-Out: If you do not want your personal or medical information automatically entered into or disclosed through HIE, please let us know by completing the HIE Opt-Out Form at Registration points throughout the health system. Please allow 10 business days for us to process your Opt-Out Request. Information released to HIE prior to processing of Opt-Out Form may remain in HIE.

Please note that you must also Opt-Out separately with each of your physician and other providers who may participate in HIE.

Patient Portal / Other Patient Electronic Correspondence We may use and disclose information through a patient portal which allows you to view certain parts of your medical (e.g. lab results) and billing information securely.

In general, other uses and disclosures of your medical information not described in our full Notice of Privacy Practices will require your written authorization. For example, Most uses and disclosures of psychotherapy notes, uses and disclosures for marketing purposes and disclosures that constitute the sale of PHI require an authorization.

Your Privacy Rights:

You have the following rights with respect to your health information:

- The right to request confidential communications and alternative means of communication with you.
- The right to request restrictions on certain uses of your health information (including restriction of your information to your insurance company when you have paid in full)
- The right to inspect and copy certain medical information that we maintain.
- The right to request an amendment of your health information.
- The right to an accounting of certain disclosures of your health information.
- The right to receive notice of a breach of your unsecured health information.

Changes to the Notice: We reserve the right to change the Notice. We will post any revised Notice in our facilities and on our website at www.methodisthealth.org/patients-guests/patient-privacy-practices.dot

Complaints: If you believe your rights have been violated, you may file a written complaint with the Health System addressed or with the Secretary of the U.S. Department of Health and Human Services.

Copy of Our Complete Notice: Copies of our full Notice of Privacy Practices are available within our facilities at primary registration sites and on our website at www.methodisthealth.org/patients-guests/patient-privacy-practices.dot. We will be happy to provide you a copy upon your request.

Notice About Nondiscrimination and Accessibility Requirements

DISCRIMINATION IS AGAINST THE LAW

Methodist Le Bonheur Healthcare (“MLH”) complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. MLH does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

In addition, MLH:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If you need these services, contact MLH’s Civil Rights Coordinator, Loretta M. Hinton, MLH Chief Compliance Officer, whose contact information appears below.

If you believe that MLH has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with the Civil Rights Coordinator at:

Loretta M. Hinton, Chief Compliance Officer
Methodist Le Bonheur Healthcare
1211 Union Avenue, Suite 700
Memphis, TN 38104
Telephone: 901-516-0560
Fax: 901-516-0569
Email: Loretta.hinton@mlh.org

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, the Civil Rights Coordinator is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf> or by mail or phone at:

U.S. Department of Health and Human Services
200 Independence Avenue, SW
Room 509F, HHH Building
Washington, DC 20201
Telephone: 1-800-368-1019, 800-537-7697 (TDD)

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

Effective October 14, 2016

INTERPRETATION SERVICES NOTIFICATION

This facility provides interpretation services free of charge for Limited English Proficient patients.

English Source Text: Do you speak [language]? We will provide an interpreter at no personal cost to you.

<p>Albanian Shqip Fisi shqip? Ne do t'ju sigurojm një përkthyes pa asnjë kosto personale për ju.</p>	<p>Lao ຈົ່ງເວົ້າພາສາລາວບໍ່? ພວກເຮົາຈະໃຫ້ແກ່ງາມພາສາໄຕ້ໄດຍບໍ່ຄ່າຕໍ່ບັນເທີງເສຍຄ່າ.</p>
<p>Arabic هل تتحدث اللغة العربية؟ سوف نوفر لك مترجماً فوراً بدون أي تكلفة عليك.</p>	<p>Mandarin Chinese 您讲汉语吗？我们将免费为您提供翻译。</p>
<p>Cambodian Khmer តើអ្នកនិយាយភាសាខ្មែរដែរទេ? យើងនឹងផ្តល់ជូនអ្នកមកប្រកាសដោយឥតគិតថ្លៃបន្ទាប់ពីអ្នកសុំជូន។</p>	<p>Nepali Nepali तपाईं नेपाली बोल्नुहुन्छ? हामी तपाईंको लागि नि:शुल्क रूपमा दोस्राै उपलब्ध गराउने छौं।</p>
<p>Cantonese Chinese 您講粵語嗎？我們將免費為您提供翻譯。</p>	<p>Portuguese Portuguese Fala português? Vamos facultar-lhe um intérprete, sem custos para si.</p>
<p>Choctaw Chahta Chahta ish anumpuliyi? Toshih ya peh pilla ha e chim atahla hinla.</p>	<p>Punjabi Punjabi ਕੀ ਤੁਸੀਂ ਪੰਜਾਬੀ ਬੋਲਦੇ ਹੋ? ਅਸੀਂ ਤੁਹਾਡੇ ਲਈ 'ਬਿਨਾਂ ਕਿਸੇ ਠਿੱਕੀ ਲਾਗਤ ਦੇ' ਇੱਕ ਦੁਬਾਰੀਆ ਉਪਲਬਧ ਕਰਾਂਗੇ।</p>
<p>Farsi Farsi فارسی صحبت می کنید؟ یک مترجم شغاهی رایگان در اختیارتانما قرار خواهیم داد.</p>	<p>Quiche K'iche' (Kach'aw pa K'iche'? Kaqaya' jun q'ach' tzij chi awech xa Ku man tojtal taj.)</p>
<p>French Français Parlez-vous français? Nous vous fournissons gratuitement un interprète.</p>	<p>Romanian Română Vorbiți românește? Vă vom asigura gratis un interpret.</p>
<p>French Creole Èske ou pale Kreyòl Ayisyen? N ap ba ou yon entèprèt gratis.</p>	<p>Russian Русский Вы говорите по-русски? Мы абсолютно бесплатно предоставим вам переводчика.</p>
<p>German Deutsch Sprechen Sie Deutsch? Wir stellen Ihnen unentgeltlich einen Dolmetscher zur Verfügung.</p>	<p>Somali Af Soomaali Ma ku hadashaa Af Soomaali? Waxaan kuu hayaynaa tarjumaan bilaa lacag ah.</p>
<p>Gujarati Gujarati તમે ગુજરાતી બોલો છો? અમે ઈન્ટરપ્રીટર ફ્રીમાં પુરી પાડીશું, જેનો ખર્ચ તમારે ઉપાડવાનો રહેશે નહીં.</p>	<p>Spanish Español ¿Habla español? Le proporcionaremos un intérprete sin costo alguno para usted.</p>
<p>Hindi Hindi क्या आप हिन्दी बोलते हैं? हम आपके लिए बिना किसी निजी लागत के एक दुभाषिया को उपलब्ध कराएँगे।</p>	<p>Sudanic/ Fulfulde/ Fulani A don wolowa Fulfude? Min kebante passiroowo naa maa a yobil.</p>
<p>Italian Italiano Parla italiano? Le forniremo gratuitamente un interprete.</p>	<p>Tagalog Tagalog Nakapag-sasalita ka ba ng Tagalog? Magbibigay kami ng tagasa'in nang wala kang personal na babayaran.</p>
<p>Japanese 日本語 日本語を話しますか？個人的な負担なしで通訳を提供致します。</p>	<p>Turkish Türkçe Türkçe konuşuyor musunuz? Şahsınıza ait hiçbir masraf olmadan size bir tercüman temin edeceğiz.</p>
<p>Korean 한국어 한국어를 사용하십니까? 무료로 통역 서비스를 제공해 드리겠습니다.</p>	<p>Vietnamese Tiếng Việt Quý vị nói được tiếng Việt không? Chúng tôi sẽ cung cấp một thông dịch viên miễn phí cho quý vị.</p>

Be treated well.



Courtesy of CyraCom, LLC.

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