

## Notice of Privacy Practices

Palmetto Infusion makes every effort to protect the confidentiality of your health information. Our policies and procedures, as well as other safeguards, help to ensure your privacy. In addition, Palmetto Infusion is required by state and federal laws to protect the confidentiality of your health information.

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

The confidential health information we collect as we deliver care or services to you is called “protected health information” or PHI. We may use and disclose your protected health information under the following conditions:

**Treatment:** Your health information may be used by staff members or disclosed to other health care professionals for the purpose of evaluating your health, as well as for coordinating services among Palmetto Infusion personnel, with others involved in your care, such as nursing agencies, family members, your physician, suppliers of medical equipment, your pharmacist, etc.

**Payment:** Your health information may be used to seek payment from your health plan, from other sources of coverage, such as an automobile insurer, or from credit card companies that you may use to pay for services. For example, your health plan may request and receive information on dates of service, the service provided, and the medical condition being treated. We may also need to obtain prior approval from your insurer and explain your need for the care or services that we will provide to you.

**Health Care Operations:** Your health information may be used as necessary to support the day-to-day activities and management of Palmetto Infusion Services. For example, information on the services you received may be used to support budgeting and financial reporting as well as activities to evaluate and promote the quality of the services we provide, to include review by regulatory or accreditation organizations. In addition, your health information may be used to conduct supervision of employees or evaluate their performance, to train home health agency nurses, and to determine your satisfaction with our services.

**Exceptions:** Federal regulations permit disclosure of protected health information to representatives of the following organizations without your written authorization or without obtaining your agreement or objection:

1. To public health authorities;
2. To a government representative responsible for responding to concerns about abuse, neglect, or domestic violence as permitted by law;
3. For judicial or administrative proceedings or in response to a subpoena or discovery request;
4. For law enforcement purposes to support government audits and inspections, to facilitate law enforcement investigations, and to comply with government mandated reporting;
5. To funeral directors, coroners, and medical examiners;
6. For purposes of organ or tissue donation;
7. For research purposes as approved by a Privacy or Institutional Review Board;
8. To avert a serious threat to health or safety; for special government functions such as national security; and
9. For purposes of Worker’s Compensation

**Right to Revise Privacy Practices:** As permitted by law, Palmetto Infusion Services reserves the right to amend or modify our privacy policies and practices. These changes in our policies and practices may be required to address revisions in federal and state laws and regulations. This Notice is available to any individual upon request.

**Privacy Complaints:** If you believe your privacy rights have been violated, or would like to comment or submit a complaint about our privacy practices, you can do so by contacting our Compliance Officer at:

Compliance Officer  
147 Professional Lane  
Pawleys Island, SC 29585  
Phone: (843) 314-2060

You may also file a complaint with the office of the Secretary of Health and Human Services by accessing their complaint resources information at:

<https://www.hhs.gov/hipaa/filing-a-complaint/index.html>