

PROTECTED HEALTH INFORMATION PRIVACY POLICY

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.

Emergency Medical Services (EMS): is required by law to maintain the privacy of certain confidential health care information, known as Protected Health Information or PHI, and to provide you with a notice of our legal duties and privacy practices with respect to your PHI. EMS is also required to abide by the terms of the version of this Notice currently in effect.

Uses and disclosures of PHI: EMS may use PHI for the purposes of treatment, payment, and health care operations, in most cases without your written permission. **Example:** Treatment: Obtaining verbal and/or written information regarding your medical condition and treatment, from you as well as others, such as doctors/nurses, to allow us to provide treatment to you. Payment: Submitting bills to insurance companies and collecting outstanding accounts. Health care operations: Quality assurance activities, licensing and training programs to ensure that our personnel meet our standards of care and follow established policies and procedures, as well as certain other management functions.

Use and disclosures of your PHI without your authorization: EMS is permitted to use your PHI without your written authorization, or opportunity to object, in certain situations, unless prohibited by a more stringent state law.

Patient rights: As a patient, you have a number of rights with respect to your PHI, including:

The right to access, copy or inspect your PHI: After providing positive identification, you may inspect and copy most of the medical information about you that we maintain. We will normally provide you with access to this information on the day of the request but will be no longer than 30 days. There will be no charge when requested by the patient. Requests from other sources, such as a law firm, will be charged \$10.00 plus .25 per page. We have forms available to request access to your PHI.

The right to amend your PHI: You have the right to ask us to amend written medical information that we may have about you. We will generally amend your information within 60 days of your request and will notify you when we have amended the information. If we believe the information that you requested to be amended is correct, we are permitted by law to deny your request to amend the medical information.

The right to request an accounting: You may request an accounting from us of certain disclosures of your medical information that we have made in the ten (10) years since the date of you becoming a patient of EMS. We are not required to give you an accounting of information we have used or disclosed for the purposes of treatment, payment or health care operations,

or when we share health information with our business associates, or a medical facility from/to which we have transported you. We are also not required to give you an accounting of our uses of PHI for which you have already given us written authorization.

The right to request that we restrict the uses and disclosures of your PHI: You have the right to request that we restrict how we use and disclose your medical information. EMS is not required to agree to any restrictions you request, but any restrictions agreed to by EMS in writing are binding.

Revision to the Notice: EMS reserves the right to change the terms of the Notice at any time, and the changes will be effective immediately and will apply to all PHI that we maintain. Any material changes to the Notice will be promptly posted in our facilities and posted to our web site. You can get a copy of the latest version of this Notice by contacting our privacy office listed below.

Your legal rights and complaints: You have the right to complain to us or to the Secretary of the United States Department of Health and Human Services if you believe your privacy rights have been violated. You will not be retaliated against in any way for filing a complaint.

Privacy Officer Contact Information: 51590 Huntington Road, P.O. Box 10, La Pine, OR 97739. Phone 541-536-2935. Effective date of Notice: April 14, 2003.