

Notice of Privacy Practices (Hippa Form)

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.

How MED-CALL Emergency Response Systems, LLC May Use or Disclose Your Health Information

For Services: MED-CALL Emergency Response Systems, LLC may use or obtain your health information to provide you with Emergency Response Services. For example, information obtained by an agency, such as Emergency Response Provider, Central Station or other agencies providing health care services to you, will record information in your file related to you. MED-CALL Emergency Response Systems, LLC may use your information when referring you to emergency personnel (EMS, Police, Fire Department) or other home health agencies or facilities.

For Payment: MED-CALL Emergency Response Systems, LLC may use or obtain your health information for purposes of receiving payment for services that you receive. For example, a bill may be sent to you, your representative, or third-party payor, such as an insurance company or agency. The information on the bill may contain information that identifies you and services you are receiving or have received. MED-CALL Emergency Response Systems, LLC may use your information to contact you about account balances.

Required by Law: MED-CALL Emergency Response Systems, LLC may use and disclose information about you as required by law. For example,

- For judicial and administrative proceeding pursuant to legal authority;
- To report information related to victims of abuse, neglect or domestic violence,
- To assist law enforcement officials in their law enforcement duties.

Initial and service calls: MED-CALL Emergency Response Systems, LLC may contact you to schedule home visits to provide services or for monthly systems test, when contacts are made via telephone, messages will be left on your voice mail or answering machine with limited information.

Notification: MED-CALL Emergency Response Systems, LLC and business associates (Central Station) may use or disclose information to notify a family member, representative, or another person responsible for your care, your location, and general condition.

Communication with Family: MED-CALL Emergency Response Systems, LLC and staff exercise their best judgment and may disclose to a family member, other relative, close friend or any other person you identify, your health information relevant to that person's involvement in your care or payment related to services you received.

Miscellaneous Communications: MED-CALL Emergency Response Systems, LLC may occasionally use your information to send you greeting cards, notices or other written communications.

Business Associates: MED-CALL Emergency Response Systems, LLC contracts with a Central Station to provide your monitoring service on our behalf. MED-CALL Emergency Response Systems, LLC may disclose your health information to such business associates so that they can perform their respective job functions. To protect your health information, however, MED-CALL Emergency Response Systems, LLC requires the business associate to safeguard your health information.

Public Health: MED-CALL Emergency Response Systems, LLC may use or disclose your health information for public health activities such as assisting public health authorities or other legal authorities to prevent or control disease, injury, or disability, or for other health activities.

Funeral Agencies: MED-CALL Emergency Response Systems, LLC may disclose your health information to funeral directors or coroners to enable them to carry out their lawful duties.

Health and Safety: MED-CALL Emergency Response Systems, LLC may disclose your health information to avert a serious threat to the health or safety of you or any other person pursuant to applicable law.

Food and Drug Administration (FDA): MED-CALL Emergency Response Systems, LLC may disclose to the FDA your 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 replacements.

Workers Compensation: MED-CALL Emergency Response Systems, LLC may use or disclose your health information in order to comply with laws and regulations related to Workers Compensation.

Other Uses: MED-CALL Emergency Response Systems, LLC may use or disclose other health information only with your written authorization and you may revoke the authorization except to the extent MED-CALL Emergency Response Systems, LLC has taken action in reliance on such.

Your Health Information Rights

You have a right to:

- Request a restriction on certain uses and disclosures of your health information; however, MED-CALL Emergency Response Systems, LLC is not required to agree to such restrictions;
- Obtain a paper copy of the Notice of Privacy Practices upon request;
- Inspect and obtain a copy of your health information file;
- Request that your health information be amended;
- Request communications of your health information by alternative means or at alternative locations.
- Receive an accounting of usage and disclosures made of your health information.

Complaints

You may complain to MED-CALL Emergency Response Systems, LLC and to the Texas Department of Health and Human Services or Managed Care Organization (MCO) program at 1-800-458-9859 if you believe your privacy rights have been violated. You will not be retaliated against for filing a complaint.