

# Privacy Notice

This notice describes how your personal medical information may be used and disclosed and how you may have access to this information. **PLEASE REVIEW IT CAREFULLY**

**GENERAL INFORMATION** ePeople Health Care, Inc. dba eKidzCare respects your confidentiality and privacy. We keep everything that we learn about your confidential. We have policies and procedures that protect your personal health information. In addition, the federal and state governments oversee home health care to be sure that we furnish and you receive quality services.

## COLLECTION AND USE OF PERSONAL HEALTH INFORMATION

To provide home care services to you, we must collect information about you and your healthcare needs from you and others (e.g., insurance companies, hospitals, physicians, family members, other caregivers). We may also share information about you and your health care needs with the members of our health care team and with physicians, hospitals, insurance companies, others involved directly in your care, etc. Here are some examples of how we may use your personal health information:

- To communicate with your physician about your care to ensure that your care plan is kept up-to-date and your needs are met.
- To share information about your care with your insurer or health plan to receive payment and authorization for your care.
- For review and learning purposes within our company to help ensure we are providing quality care.

We must have your signature on a specific authorization form for other disclosures not related to your treatment, payment to ePeople Health Care Inc., or our general health care operations. There are a few situations in which we may release information about your care without seeking your permission. These are all clearly defined in laws and government regulations, which we must follow. For example:

- When a law enforcement official presents us with a subpoena, warrant, or court order to see your records
- When an accrediting body asks to see your records to ensure that we are providing quality healthcare.
- When a governing regulatory agency or oversight board asks to see your records to ensure we conform to laws and regulations, including the Health Insurance Portability and Accessibility Act (HIPAA).

## YOUR PRIVACY RIGHTS

You have the right:

- To know and see the information about your care in our files and request copies of your medical chart. You must give us a reasonable time to prepare for your visit to our office to see the records or make copies of your information. If you cannot see the records personally, you may designate someone to do so on your behalf.
- To request that certain people NOT have access to your personal health information. We ask that you provide this information to our staff.

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- Ask us to amend information in our files that you think is incorrect or incomplete. You may use our "Request to Amend My Personal Health Information Form" for this purpose. Under some circumstances, we may deny your request. This may happen if:
  - We did not create the information
  - We do not keep the medical information
  - The information we have is accurate and complete
- To request an accounting of any disclosures that you did not authorize. This is a list of any releases of your medical information unrelated to treatment, payment, or ePeople Health Care, Inc. operations. It may also include releases to attorneys, law enforcement officials, and government agencies. To request a copy of this list, please contact the ePeople Health Care, Inc. office at 1-800-287-0535.

### VISUAL IMAGES

Photographs, videotapes, and digital or other images may need to be recorded to document your care. All attempts will be made to minimize or eliminate the amount of protected health information (PHI) captured, including the face and patient identifiers. ePeople Health Care, Inc. retains ownership rights to these photographs, videotapes, and digital or other images. We will securely store them to protect your privacy. You have the right to view these images or to obtain copies. You must give us reasonable time to prepare for your visit to our office to see them or receive copies. If you cannot see them personally, you may designate someone to do so on your behalf.

### EMAIL

ePeople Health Care, Inc. may occasionally communicate information about your care via email. There are several risks associated with email.

- Email can be circulated, forward, and stored electronically
- Email messages can be printed
- Email senders can misaddress an email
- Email is easier to falsify than handwritten or signed documents
- Backup copies of email exist even after the sender or the recipient has deleted the message
- Email can be intercepted, altered, forwarded, or used without authorization and often without permission and often without detection
- Email can contain viruses, which may be introduced into computer systems

ePeople Health Care, Inc. uses reasonable means to protect the security and confidentiality of email information sent and received. However, because of the risks outlined above, ePeople Health Care, Inc. cannot guarantee the security and privacy of the information. We take the following precautions with an email containing confidential information.

- We will, where possible, remove any detailed identifying information (e.g., refer to you by first name and last initial of by our internal patient number, instead of by your full name).
- We will print all emails about your health care treatment or payment and make them part of your record.

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- We will only send emails from ePeople Health Care, Inc. computer systems, password-protected to help guard against unauthorized access and use.
- ePeople Health Care, Inc. employees who receive an email regarding your treatment and payment may forward messages internally to other employees. However, an email will not be forwarded to independent third parties without your written authorization unless required by law.

ePeople Health Care, Inc. does not use email to communicate sensitive medical information regarding sexually transmitted diseases, AIDS/HIV, mental health, developmental disabilities, or substance abuse. *If there are other types of information you do not wish to be transmitted via email; please notify us as soon as possible.*

We recommend that any email you send or third parties send regarding your treatment by ePeople Health Care, Inc. should only be sent to an email address at ePeople Health Care, Inc. (addresses ending in epeopleamerica.com or ekidzcare.com)

ePeople Health Care, Inc. employees endeavor to read and respond to emails promptly. However, we recommend that you avoid email for emergencies or time-sensitive matters.

### Mail

ePeople Health Care, Inc. may occasionally communicate information about your care via US postage mail. There are several risks associated with US postage mail:

- Mail can be recirculated, forwarded, and inadvertently delivered to an unintended address
- Mail senders can misaddress a piece of mail
- Mail can be opened and viewed by others then who it has been addressed to
- Mail can get lost in route to the addressed recipient

ePeople Health Care, Inc. uses reasonable means to protect the security and confidentiality of mailed information sent and received. However, because of the risks outlined above, ePeople Health Care, Inc. cannot guarantee the security and privacy of the information. Therefore, we take the following precautions with mail containing confidential information.

- We will, where possible, remove any detailed identifying information (e.g., refer to you by first name and last initial of by our internal patient number, instead of by your full name).
- We will make attempts to hand-deliver information when appropriate
- We will only send mail to personal addresses that you provide on the Emergency Plan unless otherwise specified by you
- We will only mail items such as a plan of care, medication profile, and medication treatment records to employees who provide direct patient care so that they may provide adequate patient care

### SECURITY

We use measures to protect Protected Health Information (PHI) from loss, theft, misuse, and unauthorized access, disclosure, alteration, and destruction per HIPAA. We also maintain physically secure locations for server operations, use technological safeguards like firewalls and password protection, and limit

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access to sensitive information to those individuals with a legitimate need to access. However, no method of transmission over the Internet or method of electronic storage is 100% secure. Therefore, we cannot guarantee its absolute security. Therefore, you are reminded that wireless encrypted security and access protocols should be used with all wireless network connections (WiFi). In addition, it would be best if you refrained from using public or unsecured network connections while accessing ePHI.

### CHANGES TO THIS NOTICE

On occasion, we may need to update or change the Privacy Notice. Copies of the revised Notice will be available in our local office and posted on our website. If you would like to receive another copy of this notice, please ask your Nursing Supervisor at any time.

### QUESTIONS or COMPLAINTS

If you feel your privacy rights have been violated or if you have any questions or concerns regarding possible violations of your privacy, don't hesitate to get in touch with any of the following individuals:

- Your assigned ePeople Health Care, Inc. office (refer to the admission booklet); or
- ePeople, LLC's Security Officer (412-324-1025 ext. 155), email [compliance@ekidzcare.com](mailto:compliance@ekidzcare.com); or
- You may also file a complaint with the Secretary of the United States Department of Human Services or with the **PA Home Health Agency Hotline at 1-800-254-5164.**