

## **Your Information. Your Rights. Our Responsibilities.**

This notice describes how medical information about you may be used by Axios Natural Health Centers and disclosed and how you can get access to this information. **Please review it carefully.**

### **Your Rights**

You have the right to:

- Get a copy of your health and claims records
- Correct your health and claims records
- Request confidential communication
- Ask us to limit the information we share
- Get a list of those with whom we've shared your information
- Get a copy of this privacy notice
- Choose someone to act for you
- File a complaint if you believe your privacy rights have been violated

### **Your Choices**

You have some choices in the way that AXIOS Natural Health Centers use and share information as we:

- Answer coverage questions from your family and friends
- Provide disaster relief
- Market our services and sell your information

### **Our Uses and Disclosures**

AXIOS Natural Health Centers may use and share your information as we:

- Help manage the health care treatment you receive
- Run our organization
- Pay for your health services
- Administer your health plan
- Help with public health and safety issues
- Do research
- Comply with the law
- Respond to organ and tissue donation requests and work with a medical examiner or funeral director
- Address workers' compensation, law enforcement, and other government requests
- Respond to lawsuits and legal actions

## Your Rights

**When it comes to your health information, you have certain rights.** This section explains your rights and some of AXIOS Natural Health Centers responsibilities to help you.

**Get a copy of health and claims records from AXIOS Natural Health Centers.**

- You can ask AXIOS Natural Health Centers to see or get a copy of your health and claims records and other health information we have about you. Ask us how to do this.
- AXIOS Natural Health Centers will provide a copy or a summary of your health and claims records, usually within 30 days of your request.
- **Ask us to correct health and claims records**
- You can ask AXIOS Natural Health Centers to correct your health and claims records if you think they are incorrect or incomplete. Ask AXIOS Natural Health Centers how to do this.
- AXIOS Natural Health Centers may say “no” to your request, but we’ll tell you why in writing within 60 days.

**Request confidential communications**

- You can ask AXIOS Natural Health Centers to contact you in a specific way (for example, home or office phone) or to send mail to a different address.
- AXIOS Natural Health Centers will consider all reasonable requests and must say “yes” if you tell AXIOS Natural Health Centers you would be in danger if we do not.

**Ask us to limit what we use or share**

- You can ask AXIOS Natural Health Centers not to use or share certain health information for treatment, payment, or our operations.
- AXIOS Natural Health Centers not required to agree to your request, and we may say “no” if it would affect your care.

**Get a list of those with whom we’ve shared information**

- You can ask AXIOS Natural Health Centers for a list (accounting) of the times we’ve shared your health information for six years prior to the date you ask, who we shared it with, and why.
- AXIOS Natural Health Centers will include all the disclosures except for those about treatment, payment, and health care operations, and certain other disclosures (such as any you asked us to make). AXIOS Natural Health Centers will provide one accounting a year for free but will charge a reasonable, cost-based fee if you ask for another one within 12 months.

**Get a copy of this privacy notice**



You can ask AXIOS Natural Health Centers for a paper copy of this notice at any time, even if you have agreed to receive the notice electronically. AXIOS Natural Health Centers will provide you with a paper copy promptly.

### **Choose someone to act for you**

- If you have given someone medical power of attorney or if someone is your legal guardian, that person can exercise your rights and make choices about your health information.
- AXIOS Natural Health Centers will make sure the person has this authority and can act for you before we take any action.

### **File a complaint if you feel your rights are violated**

- You can complain if you feel we have violated your rights by contacting us using the information on page 1.
- You can file a complaint with the U.S. Department of Health and Human Services Office for Civil Rights by sending a letter to 200 Independence Avenue, S.W., Washington, D.C. 20201, calling 1-877-696-6775, or visiting [www.hhs.gov/ocr/privacy/hipaa/complaints/](http://www.hhs.gov/ocr/privacy/hipaa/complaints/).
- AXIOS Natural Health Centers will not retaliate against you for filing a complaint.

## **Your Choices**

**For certain health information, you can inform** AXIOS Natural Health Centers **your choices about what we share.** If you have a clear preference for how we share your information in the situations described below, talk to us. Tell AXIOS Natural Health Centers what you want us to do, and we will follow your instructions.

In these cases, you have both the right and choice to tell AXIOS Natural Health Centers to:

- Share information with your family, close friends, or others involved in payment for your care
- Share information in a disaster relief situation

*If you are not able to tell AXIOS Natural Health Centers your preference, for example if you are unconscious, we may go ahead and share your information if we believe it is in your best interest. AXIOS Natural Health Centers may also share your information when needed to lessen a serious and imminent threat to health or safety.*

In these cases, AXIOS Natural Health Centers will *never* share your information unless you give us written permission:

- Marketing purposes
- Sale of your information



## **AXIOS Natural Health Centers Uses and Disclosures**

### **How do AXIOS Natural Health Centers typically use or share your health information?**

AXIOS Natural Health Centers typically use or share your health information in the following ways.

#### **Help manage the health care treatment you receive**

AXIOS Natural Health Centers can use your health information and share it with professionals who are treating you.

*Example: A doctor sends AXIOS Natural Health Centers information about your diagnosis and treatment plan so we can arrange and optimize additional services for you.*

#### **Run our organization**

- AXIOS Natural Health Centers can use and disclose your information to run our organization and contact you when necessary.
- AXIOS Natural Health Centers are not allowed to use genetic information to decide whether we will give you coverage and the price of that coverage. This does not apply to long term care plans.

AXIOS Natural Health Centers will *use health information about you to develop better services for you.*

#### **Pay for your health services**

AXIOS Natural Health Centers can use and disclose your health information as we pay for your health services.

#### **Administer your plan**

AXIOS Natural Health Centers may disclose your health information to your health plan sponsor for plan administration.

### **How else can AXIOS Natural Health Centers use or share your health information?**

AXIOS Natural Health Centers are allowed or required to share your information in other ways – usually in ways that contribute to the public good, such as public health and research. AXIOS Natural Health Centers must meet many conditions in the law before we can share your information for these purposes. For more information see:

[www.hhs.gov/ocr/privacy/hipaa/understanding/consumers/index.html](http://www.hhs.gov/ocr/privacy/hipaa/understanding/consumers/index.html).

#### **Help with public health and safety issues**



AXIOS Natural Health Centers can share health information about you for certain situations such as:

- Preventing disease
- Helping with product recalls
- Reporting adverse reactions to medications
- Reporting suspected abuse, neglect, or domestic violence
- Preventing or reducing a serious threat to anyone's health or safety

### **Do research**

AXIOS Natural Health Centers can use or share your information for health research.

### **Comply with the law**

AXIOS Natural Health Centers will share information about you if state or federal laws require it, including with the Department of Health and Human Services if it wants to see that we're complying with federal privacy law.

### **Respond to organ and tissue donation requests and work with a medical examiner or funeral director**

- AXIOS Natural Health Centers can share health information about you with organ procurement organizations.
- AXIOS Natural Health Centers can share health information with a coroner, medical examiner, or funeral director when an individual dies.

### **Address workers' compensation, law enforcement, and other government requests**

AXIOS Natural Health Centers can use or share health information about you:

- For workers' compensation claims
- For law enforcement purposes or with a law enforcement official
- With health oversight agencies for activities authorized by law
- For special government functions such as military, national security, and presidential protective services

### **Respond to lawsuits and legal actions**

AXIOS Natural Health Centers can share health information about you in response to a court or administrative order, or in response to a subpoena.

## **Our Responsibilities**



- AXIOS Natural Health Centers is required by law to maintain the privacy and security of your protected health information.
- AXIOS Natural Health Centers will let you know promptly if a breach occurs that may have compromised the privacy or security of your information.
- AXIOS Natural Health Centers must follow the duties and privacy practices described in this notice and give you a copy of it.
- AXIOS Natural Health Centers will not use or share your information other than as described here unless you tell us we can in writing. If you tell us we can, you may change your mind at any time. Let us know in writing if you change your mind.

For more information see: [www.axiosnaturalhealthcenters.com](http://www.axiosnaturalhealthcenters.com)

## Changes to the Terms of this Notice

AXIOS Natural Health Centers can change the terms of this notice, and the changes will apply to all information we have about you. The new notice will be available upon request, on our web site, and we will mail a copy to you.

## Other Instructions for Notice

- Insert Effective Date of this Notice
- Insert name or title of the privacy official (or other privacy contact) and his/her email address and phone number.
- Insert any special notes that apply to your entity's practices such as "we do not create or manage a hospital directory" or "we do not create or maintain psychotherapy notes at AXIOS Natural Health Centers."
- The Privacy Rule requires you to describe any state or other laws that require greater limits on disclosures. For example, "AXIOS Natural Health Centers will never share any substance abuse treatment records without your written permission." Insert this type of information here. If no laws with greater limits apply to your entity, no information needs to be added.