

We are required by law to protect the privacy of your health information. We are also required to provide you with this notice, which explains how we may use information about you and when We can give out or "disclose" that information to others. You also have rights regarding your health information that is described in this notice. We are required by law to abide by the terms of this notice.

The terms "information" or "health information" in this notice include any information we maintain that reasonably can be used to identify you and that relates to your physical or mental health condition, the provision of health care to you, or the payment for such health care. We will comply with the requirements of applicable privacy laws related to notifying you in the event of a breach of your health information.

We have the right to change privacy practices and the terms of this notice. If we make a material change to privacy practices, and if we maintain a website, we will post a copy of the revised notice. If we maintain a physical delivery site, we will also post a copy at our office. The privacy practice will also be available upon request. We reserve the right to make any revised or changed notice effective for information we already have and for information that we receive in the future.

CLS Health Information Collection, Uses, and Disclosure (C.U.D)

We collect, use, and disclose (C.U.D) your health information to provide information:

- To you or someone who has the legal right to act for you (your personal representative) to administer your rights as described in this notice; and
- To the Secretary of the Department of Health and Human Services, if necessary, to make sure your privacy is protected.

We have the right to C.U.D health information for your treatment, to bill for your health care, and to operate our business. For example, we may C.U.D your health information for:

- **Payment.** We may C.U.D health information to obtain payment for health care services. For example, we may collect information from, or disclose information to your health plan to obtain payment for the medical services we provide to you. You may be asked for advance payment.
- **Treatment.** We may C.U.D health information to aid in your treatment or the coordination of your care. For example, we may collect information from, or disclose information to, your physicians or hospitals to help them provide medical care to you.
- **Health Care Operations.** We may C.U.D health information as necessary to operate and manage its business activities related to providing and managing your health care. For example, we might analyze data to determine how it can improve its services. We may also redact health information in accordance with applicable laws. After that information is redacted, it is no longer subject to this notice, and we may use it for any lawful purpose.
- **Information.** Provide resources on Health-Related Programs or Products, subject to limits imposed by law.
- **Reminders.** We may C.U.D health information to send you reminders about your care, such as appointment reminders with providers who provide medical care to you or reminders related to medicines prescribed for you.
- **Communications to You.** We may communicate, electronically or via telephone, these treatments, payment, or healthcare operation messages using telephone numbers or email addresses you provide to us.

We may C.U.D your health information for the following purposes under limited circumstances:

- **As Required by Law.** We may disclose information when required to do so by law.
- **To Persons Involved with Your Care.** We may C.U.D your health information to a person involved in your care or who helps pay for your care, such as a family member, when you are incapacitated or in an emergency,

or when you agree or fail to object when given the opportunity. If you are unavailable or unable to object, we will use our best judgment to decide if the disclosure is in your best interests. Special rules apply regarding when we may disclose health information to family members and others involved in a deceased individual's care. We may disclose health information to any persons involved, prior to the death, in the care or payment for care of a deceased individual unless we are aware that doing so would be inconsistent with a preference previously expressed by the deceased.

- For Public Health Activities such as reporting or preventing disease outbreaks to a public health authority. We may also disclose information to the Food and Drug Administration (FDA) or persons under the jurisdiction of the FDA for purposes related to safety issues, adverse events or to facilitate drug recalls.
- For Reporting Victims of Abuse, Neglect, or Domestic Violence to government authorities that are authorized by law to receive such information, including a social service or protective service agency.
- For Health Oversight Activities to a health oversight agency for activities authorized by law, such as licensure, governmental audits, and fraud and abuse investigations.
- For Judicial or Administrative Proceedings such as in response to a court order, search warrant, or subpoena.
- For Law Enforcement Purposes. We may disclose your health information to a law enforcement official for purposes such as providing limited information to locate a missing person or report a crime.
- To Avoid a Serious Threat to Health or Safety to you, another person, or the public, by, for example, disclosing information to public health agencies or law enforcement authorities, or in the event of an emergency or natural disaster.
- For Specialized Government Functions such as military and veteran activities, national security and intelligence activities, and the protective services for the President and others.
- For Workers' Compensation as authorized by, or to the extent necessary to comply with, state workers compensation laws that govern job-related injuries or illness.
- For Research Purposes such as research related to the evaluation of certain treatments or the prevention of disease or disability, if the research study meets federal privacy law requirements.
- To Provide Information Regarding Decedents. We may disclose information to a coroner or medical examiner to identify a deceased person, determine a cause of death, or as authorized by law. We may also disclose information to funeral directors as necessary to carry out their duties.
- For Organ Procurement Purposes. We may C.U.D information to entities that handle procurement, banking, or transplantation of organs, eyes, or tissue to facilitate donation and transplantation.
- To Correctional Institutions or Law Enforcement Officials if you are an inmate of a correctional institution or under the custody of a law enforcement

Exercising Your Rights

- **Contacting your Provider.** If you have any questions about this notice or want information about exercising any of your rights, please contact the **Compliance Office** at compliance@cls.health.
- **Submitting a Written Request.** You can mail your written requests to exercise any of your rights, including modifying or cancelling a confidential communication, requesting copies of your records, or requesting amendments to your record, to us at the following address:

Compliance Office

CLS Health

500 N Kobayashi Road, Ste A

Webster, Texas 77598

- **Filing a Complaint.** If you believe your privacy rights have been violated, you may file a complaint with us at the address listed above.

You may also notify the Secretary of the U.S. Department of Health and Human Services of your complaint. We will not take any action against you for filing a complaint.