

THE PHARMACY THAT MAKES HOUSE CALLS!

This notice describes how medical information about you may be used and disclosed and how you can get access to this information.

PLEASE REVIEW THIS NOTICE CAREFULLY

MedEx Direct is committed to maintaining your privacy and understands the important of safeguarding your personal health information. We are required by federal law to maintain the privacy of health information that identifies you or that could be used to identify you (known as "Protected Health Information" or "PHI"). PHI is information about you, including basic demographic information, that may identify you and relates to your past, present, or future physical or mental health or condition and related health care services. This Notice of Privacy Practices ("Notice") describes your rights under federal and state law, where applicable, and also describes how we may use and disclose PHI about you to carry out treatment, payment, or health care operations, and for other specified purposes that are permitted or required by law.

MedEx Direct is committed to following the terms of this Notice. Except as described in this Notice, we will not use or disclose you PHI without your written authorization. We reserve the right to change our practices and this Notice and to make the revised Notice effective for all PHI we maintain. Upon request, we will provide the revised Notice to you.

You have the following rights with respect to your PHI:

- **Obtain a paper copy of the notice upon request.** You may request a copy of the Notice at anytime. Even if you have agreed to receive the Notice electronically, you are still entitled to a paper copy. To obtain a paper copy, contact Customer Service at 877.899.6337.
- **Request a restriction of certain uses and disclosures of PHI.** You have the right to request additional restrictions on MedEx Direct's use or disclosure of PHI about you by sending a written request to: Chief

Privacy Official, MedEx Direct, 13201 Stephens Road, STE. B Warren, MI 48089. We are not required to agree to those restrictions.

- **Inspect and obtain a copy of PHI.** You have the right to inspect and obtain a copy of the PHI about you contained in a "designated record set" for as long as MedEx Direct maintains the PHI. The "designated record set" usually will include prescription and billing records. To inspect or receive a copy of you PHI for your inspection, you must send a written request to: Chief Privacy Official, MedEx Direct, 13201 Stephens Road, STE. B Warren, MI 48089. MedEx Direct may charge you a fee for the costs of copying, mailing, or other supplies that are necessary to grant each request. MedEx Direct may deny your request to inspect and copy in certain limited circumstances. If denied access to your PHI, you may request a review of the denial.
- **Request an amendment of PHI.** If you feel that your PHI maintained by MedEx Direct is incomplete or incorrect, you may request that MedEx Direct amend it. You may request an amendment for as long as MedEx Direct maintains the PHI. To request an amendment, you must send a written request to: Chief Privacy Official, MedEx Direct, 13201 Stephens Road, STE. B Warren, MI 48089. In addition, you must include a reason that supports your request. In certain cases, MedEx Direct may deny your request for amendment. If MedEx Direct denies your request for amendment, you have the right to file a statement of disagreement with the decision and MedEx Direct will reply.
- **Receive an accounting of disclosures of PHI.** You have the right to receive an accounting of the disclosures we have made of you PHI for purposes other than treatment, payment, or health care operations. The accounting will

exclude disclosures MedEx Direct has made directly to you, disclosures to friends or family members involved in your care, incidental disclosures permitted by law, and disclosures for notification purposes. The right to receive an accounting is subject to certain other exceptions, restrictions, and limitations. To request an accounting, you must submit your request in writing to: Chief Privacy Official, MedEx Direct, 13201 Stephens Road, STE. B Warren, MI 48089. Your request must specify the accounting time period, but may not be longer than six years. You may be charged for the cost of providing the accountings which may not include dates prior to April 14, 2003. MedEx Direct will notify you of the cost involved and you may choose to withdraw or modify your request at that time.

- **Request communications of PHI by alternative means or at alternative locations.** You may request that MedEx Direct contact you about medical matters only in writing and that the communication be sent to a different residence or post office box. To request confidential communication of PHI about you, submit your request in writing to Chief Privacy Official, MedEx Direct, 13201 Stephens Road, STE. B Warren, MI 48089. Your request must state how, or when, you would like to be contacted. We will accommodate all reasonable requests.

Examples of How MedEx Direct May Use and Disclose PHI

The following categories describe and provide examples of different ways that we may use and disclose PHI about you:

- **MedEx Direct will use PHI for treatment.** Example: Information obtained by the pharmacist will be used to

dispense prescription medications to you. We will document in your record information related to the medications dispensed to you and services provided to you. We will use your PHI to communicate with health care providers such as your doctor and dentist.

- **MedEx Direct will use PHI for payment.** Example: We will contact your insurer, pharmacy benefit manager, or other third-party payer to determine whether it will pay for your prescription medications and the amount of your co-payment responsibility. We will bill you or a third-party payer for the cost of prescription medications dispensed to you. The information on or accompanying the bill may include information that identifies you, as well as the prescription medications you are taking.
- **MedEx Direct will use PHI for health care operations.** Example: The pharmacy may use information in your health record to monitor the performance of the pharmacists providing treatment to you. This information may be used in an effort to continually improve the quality and effectiveness of the health care and service MedEx Direct provides.

MedEx Direct is likely to use or disclose PHI for the following purposes:

- **Business associates.** MedEx Direct contracts with business associates for some of its services. Examples include a mailing service required to send you refill reminders. When these services are contracted, MedEx Direct may disclose PHI about you to our business associate to the extent necessary to perform the job that MedEx Direct requested. To protect PHI about you, MedEx Direct requires the business associate to appropriately safeguard the PHI.

- **Communication with individuals involved in your care or payment for your care.**

Health professionals such as pharmacists, using their professional judgment, may disclose PHI to other health care professionals, a family member, other relative, close personal friend, or any person that you expressly or implicitly authorize to have access to your PHI relevant to that person's involvement in your care or payment related to your care.

- **Minors.**

In most situations, a parent or guardian has the right to act as the personal representative of their minor children. However, in some circumstances, state laws treat minors as adults with respect to health care services. In those cases, MedEx Direct will follow state laws regarding disclosure of a minor's PHI.

- **Personal communications.**

We may contact you to provide refill reminders or information about treatment alternatives or other health-related benefits and services that may be of interest to you.

- **Incidental disclosures.**

We may disclose PHI incidental to our provision of treatment, payment, or health care operations. Some examples: In our telephone discussions with your health care professional or conversations with you, someone passing by might overhear PHI; MedEx Direct may page you using the store's loudspeaker system.

- **Food and Drug Administration (FDA).**

MedEx Direct may disclose to the FDA or its agents PHI relative to adverse events with respect of drugs, foods, supplements, products and product defects, or postmarketing surveillance information to enable product recalls, repairs, or replacements.

- **Workers' compensation.**

MedEx Direct may disclose PHI about you to the extent authorized by and to the extent necessary to comply with laws relating to workers'

compensation or other similar programs established by law.

- **Public health.**

As required by law, MedEx Direct may disclose PHI about you to public health or legal authorities charged with preventing or controlling disease, injury, or disability.

- **Law enforcement.**

MedEx Direct may disclose PHI about you for law enforcement purposes or in response to a valid subpoena.

- **As required by law.**

MedEx Direct must disclose PHI about you when required to do so by law.

- **Health oversight activities.**

MedEx Direct may disclose PHI about you to an oversight agency for activities authorized by law. These oversight activities include audits, investigations, and inspections, as necessary for our licensure and for the government to monitor the health care system, government programs, and compliance with the civil rights laws.

- **Judicial and administrative proceedings.**

If you are involved in a lawsuit or a dispute, MedEx Direct may disclose PHI about you in response to a court or administrative order. MedEx Direct may also disclose PHI about you in response to a subpoena, discovery request, or other lawful process by someone else involved in the dispute, but only if efforts have been made to tell you about the request or to obtain an order protecting the requested PHI.

MedEx Direct is permitted to use or disclose PHI about you for the following purposes:

- **Corners, medical examiners, and funeral directors.**

MedEx Direct may release PHI about you to a coroner or medical examiner. This may be necessary, for example, to identify a deceased person or determine the cause of death.

MedEx Direct may also disclose PHI to funeral directors consistent with applicable law to carry out their duties.

- **Notification.**

MedEx Direct may use or disclose PHI about you to notify or assist in notifying a member, personal representative, or another person responsible for your care, your location, and general condition.

- **Correctional institution.**

If you are, or become, an inmate of a correctional institution, MedEx Direct may disclose to the institution or its agents PHI necessary for your health and the health and safety of others.

- **To avert a serious threat to health or safety.**

MedEx Direct may use and disclose PHI about you when necessary to prevent a serious threat to your health and safety or the health and safety of the public or another person.

- **Military and veterans.**

If you are a member of the armed forces, MedEx Direct may release PHI about you as required by military command authorities. MedEx Direct may also release PHI about the foreign military personnel to the appropriate military authority.

- **National security and intelligence activities.**

MedEx Direct may release PHI about you to authorized federal officials for intelligence, counterintelligence, and other national security activities authorized by law.

- **Protective services for the president and others.**

MedEx Direct may disclose PHI about you to authorized federal officials so they may provide protection to the president, other authorized persons, or foreign heads of state or to conduct special investigations.

- **Victims of abuse, neglect, or domestic violence.**

MedEx Direct may disclose PHI about you to a government authority, such as a social service or protective services

agency, if MedEx Direct reasonably believes you are a victim of abuse, neglect, or domestic violence. MedEx Direct will only disclose this type of information to the extent required by law, if you agree to the disclosure, or if the disclosure is allowed by law and MedEx Direct believes it is necessary to prevent serious harm to you or someone else or the law enforcement or public official that is to receive the report represents that it is necessary and will not be used against you.

Other Uses and Disclosures of PHI

MedEx Direct will obtain your written authorization before using or disclosing PHI about you for purposes other than those provided for above (or as otherwise permitted or required by law). You may revoke this authorization in writing at any time. Upon receipt of the written revocation, MedEx Direct will stop using or disclosing PHI about you, except to the extent that MedEx Direct has already taken action in reliance on the authorization.

How to Obtain More Information or Report a Problem

If you have any questions or would like additional information about MedEx Direct's privacy practices, you may contact: Chief Privacy Official, MedEx Direct, 13201 Stephens Road, STE. B Warren, MI 48089. If you believe your privacy rights have been violated, you can file a complaint with MedEx Direct's Chief Privacy Official or with the Office for Civil Rights. There will be no retaliation for filing a complaint.

State Law

Some of the restrictions described in this Notice may be limited in some cases by applicable state laws that are more stringent than the federal standards. MedEx Direct has always complied with state privacy laws and will continue to do so.

Effective Date

This notice is effective November 1, 2008.


The Pharmacy that makes House Calls!