

TOUCHMARK NOTICE OF PRIVACY PRACTICES



This notice describes how medical information about you may be used and disclosed, and how you can gain access to this information. Please review it carefully.

Understanding Your Health Record/Information

Our Responsibilities:

Our Facility/Agency is required to:

- Maintain the privacy of your health information
- Provide you with this notice as to our legal duties and privacy practices with respect to the information we collect and maintain about you
- Abide by the terms of this notice

Your Rights:

As a Resident/Client of our Facility/Agency, you have rights with regard to your health information, including the following:

- The right to request that we not use or disclose your health information in certain ways
- The right to request to receive communications in an alternative manner or location
- The right to access and obtain a copy of your health information
- The right to request an amendment to your health information
- The right to an accounting of disclosures of your health information

We reserve the right to change our privacy information practices and to make the new provisions effective for all health information we maintain. Should our privacy practices change, we will post the changes on the bulletin board in our Facility/Agency, as well as on our website. A copy of the revised notice will be available upon request after the effective date of the changes.

We will not use or disclose your health information without your authorization, except as described in this notice.

If you have questions and would like additional information, you may contact our Facility/Agency's Privacy Officer at 503-646-5186.

Each time you visit a Facility/Agency, a record of your visit is made. Typically, this record contains your symptoms, examination and test results, diagnoses, treatment, and a plan for future care or treatment. This information, often referred to as your health or medical record, serves as a:

- Basis for planning your care and treatment
- Means of communication among the many health professionals who contribute to your care
- Legal document describing the care you received
- Means by which you or a third-party payer can verify that services billed were actually provided
- Tool in educating health professionals
- Source of data for medical research
- Source of information for public health officials who oversee the delivery of health care in the United States and Canada
- Source of data for Facility/Agency planning and marketing

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- Tool with which we can assess and continually work to improve the care we render and the outcomes we achieve

Understanding what is contained in your record and how your health information is used helps you to: ensure its accuracy, better understand who, what, when, where, and why others may access your health information, and make more informed decisions when authorizing disclosure to others.

How We Use or Disclose Your Health Information

1. Treatment: We will use your health information for treatment. For example, information obtained by a nurse, physician, or other member of your health care team, will be recorded in your record and used to determine the course of treatment that should work best for you. Your physician will document in your record his or her expectations of the members of your health care team. Members of your health care team will then record the actions they took and their observations. In that way, the physician will know how you are responding to treatment. We will also provide your physician or a subsequent health care provider with copies from our Facility/Agency.

2. Payment: We will use your health information for payment. For example, a bill may be sent to you or a third-party payer, including Medicare/Medicaid. The information on or accompanying the bill may include information that identifies you, as well as your diagnosis, procedures, and supplies used.

3. Health Care Operations: We will use your health information for regular health operations. For example, members of the medical staff, the risk or quality improvement manager, or members of the quality improvement team may use information in your health record to assess the care and outcomes in your case and others like it. This information will then be used in an effort to continually improve the quality and effectiveness of the health care and service we provide.

In addition, we will disclose your health information for certain health care operations of other entities. However, we will only disclose your information under the following conditions: (a) the other entity must have, or have had in the past, a relationship with you; (b) the health information used or disclosed must relate to that other entity's relationship with you; and (c) the disclosure must only be for one of the following purposes: (i) quality assessment and improvement activities; (ii) population-based activities relating to improving health or reducing health care costs; (iii) case management and care coordination; (iv) conducting training programs; (v) accreditation, licensing, or credentialing activities; or (vi) health care fraud and abuse detection or compliance.

4. Business Associates: There are some services provided in our Company through contacts with business associates. Examples include our accountants, consultants, and attorneys. When these services are contracted, we may disclose your health information to our business associates so that they can perform the job we have asked them to do. To protect your health information, however, we require the business associates to appropriately safeguard your information.

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5. Directory: Unless you notify us that you object, we may use your name, location in the Facility/Agency, general condition, and religious affiliation for directory purposes. This information may be provided to members of the clergy and, except for religious affiliation, to other people who ask for you by name. We may also use your name on a nameplate next to or on your door in order to identify your home unless you notify us that you object.

6. Notification: We may use or disclose information to notify or assist in notifying a family member, personal representative, or another person responsible for your care, of your location and general condition. If we are unable to reach your family member or personal representative, then we may leave a message for them at the phone number they have provided to us, e.g., on voicemail.

7. Communication with Family: Health professionals using their best judgment, may disclose to a family member, other relative, close personal friend, or any other person you identify health information relevant to that person's involvement in your care or payment related to your care.

8. Research: We may disclose information to researchers when their research has been approved by an institutional review board that has reviewed the research proposal and established protocols to ensure the privacy of your health information.

9. Transfer of Information at Death: We may disclose health information to funeral directors and coroners to carry out their duties consistent with applicable law.

10. Organ Procurement Organizations: Consistent with applicable law, we may disclose health information to organ procurement organizations or other entities engaged in the procurement, banking, or transplantation of organs for the purpose of tissue donation and transplant.

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

12. Fundraising: We may contact you as a part of a fundraising effort.

13. Food and Drug Administration (FDA): We may disclose to the FDA 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 replacement.

14. Workers' Compensation: We may disclose health information 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.

15. Public Health: As required by law, we may disclose your health information to public health or legal authorities charged with preventing or controlling disease, injury, or disability.

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16. Correctional Institution: Should you be an inmate of a correctional institution, we may disclose to the institution or agents thereof health information necessary for your health and the health and safety of other individuals.

17. Law Enforcement: We may disclose health information for law enforcement purposes as required by law or in response to a valid subpoena.

18. Reports: Federal law makes a provision for your health information to be released to an appropriate health oversight agency, public health authority, or attorney, provided that a workforce member or business associate believes in good faith that we have engaged in unlawful conduct or have otherwise violated professional or clinical standards and are potentially endangering one or more residents, patients, workers, or the public.

Your Health Information Rights

Although your health record is the physical property of the Facility/Agency, the information in your health record belongs to you. You have the following rights:

- You may request that we not use or disclose your health information for a particular reason related to treatment, payment, the Facility/Agency's general health care operations, and/or to a particular family member, other relative, or close personal friend. We ask that such requests be made in writing on a form provided by our Facility/Agency. Although we will consider your requests with regard to the use of your health information, please be aware that we are under no obligation to accept it or to abide by it. We will abide by your requests with regard to the disclosure of your clinical and personal records to anyone outside of the Facility/Agency, except in an emergency, if you are being transferred to another health care institution, or the disclosure is required by law. For more information about this right, see 45 Code of Federal Regulations (C.F.R.) § 164.522(a).
- If you are dissatisfied with the manner in which or the location where you are receiving communications from us that are related to your health information, you may request that we provide you with such information by alternative means or at alternative locations. Such a request must be made in writing and submitted to the Privacy Officer of the Facility/Agency. We will attempt to accommodate all reasonable requests. For more information about this right, see 45 C.F.R. § 164.522(b).
- You may request to inspect and/or obtain copies of health information about you, which will be provided to you in the timeframes established by law. If you request copies, we will charge you a reasonable fee. For more information about this right, see 45 C.F.R. § 164.524.
- If you believe that any health information in your record is incorrect or that important information is missing, you may request that we correct the existing information or add the missing information. Such requests must be made in writing and must provide a reason to support the amendment. We ask that you use the form provided by our Facility/Agency to make such requests. For a request form, please contact the Privacy Officer. For more information about this right, see 45 C.F.R. § 164.526.
- You may request that we provide you with a written accounting of all disclosures made by us during the time period for which you request (not to exceed six years). We ask that such requests be made in writing on a form provided by our Facility/Agency. Please

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note that an accounting will not apply to any of the following types of disclosures: disclosures made for reasons of treatment, payment, or health care operations; disclosures made to you or your legal representative, or any other individual involved with your care; disclosures to correctional institutions or law enforcement officials; and disclosures for national security purposes. You will not be charged for your first accounting request in any 12-month period. However, for any requests that you make thereafter, you will be charged a reasonable cost-based fee. For more information about this right, see 45 C.F.R. § 164.528.

- You have the right to obtain a paper copy of our Notice of Privacy Practices upon request. You may also access and print a copy of our notice from our website at www.Touchmark.com.
- You may revoke an authorization to use or disclose health information, except to the extent that action has already been taken. Such a request must be made in writing.

For More Information or to Report a Problem

If you have questions and would like additional information, you may contact our Facility/Agency's Privacy Officer through the office of the Facility/Agency's Administrator/Executive Director.

If you believe that your privacy rights have been violated, you may file a complaint with us. These complaints must be filed in writing on a form provided by our Facility/Agency. The complaint form may be obtained from the office of the Facility/Agency Administrator/Executive Director. The completed complaint form should be returned to the Privacy Officer through the office of the Administrator/Executive Director.