

## Notice of Privacy Policy

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

Plaza Pharmacy recognizes the need to protect and respect the privacy of your personal and health information. However, in order to provide you with the equipment and services requested for you, we must obtain and maintain health and personal information as part of your medical records. We must also be able to pursue payment from those parties who are responsible for payment of the equipment and services provided to you.

Plaza Pharmacy takes seriously its responsibility to protect your health information against deliberate or inadvertent misuse or disclosure. We will take every precaution to protect your privacy. During their initial orientation, during periodic staff meetings, and annually thereafter, all Plaza Pharmacy personnel are instructed and held accountable to uphold the confidentiality of patient information and records as follows:

- All patient information is considered confidential and access to medical records is on a need to know basis only.
- Unnecessary conversation or communication relative to confidential patient information is prohibited.

If you believe your rights have been violated, you may file a written complaint with Plaza Pharmacy. As a result of filing a written complaint, there will be no retaliation or retribution. You may also file a complaint with the Department of Health and Human Services, Office of Civil Rights.

You also have the right to obtain a clear written explanation of how Plaza Pharmacy will use, store, and disclose medical record information, Additional rights are listed as follows:

- The right to request restrictions of disclosure of your health information.
- The right to see a copy of your health records.
- The right to request a correction and/or amendment of your health records.
- The right to obtain documentation of disclosures of your health information for reasons other than claim payment, internal operations, quality review and medical treatment.
- The right to a written explanation of your privacy rights (this notice) as well as how your information may be used or disclosed.
- The right to request confidential communication of protected health information.

Please contact Scott Gregg, privacy officer, for any questions or concerns regarding this notice at phone #: 804-598-5028