



## Pharmacy Services

77 S. Commerce Way

Suite 200

Bethlehem, PA 18017

484-526-4210

866-313-1148 (Toll free)

### Dear Client:

Welcome and thank you for choosing HomeStar Pharmacy to be a member of your healthcare team. As a member the St. Luke's University Health Network, HomeStar Pharmacy is committed to providing high quality, cost-effective services in a compassionate manner. We will work very closely with you, your physician, your Home Health Care nurse, and other members of your health care team. Please review the following information, and let us know of any questions you may have.

If you have any problems or questions, please do not hesitate to contact us at 484-526-4210 or toll free at 1-866-313-1148. A pharmacist is on call 24 hours. Billing questions will be addressed Monday through Friday 8:00 AM to 4:30 PM.

We are always interested in any comments or concerns you have, and we encourage you to express your concerns freely. Please contact us by the telephone numbers listed, or you may write to us at the address above. We are continually trying to improve our services, and we welcome your input. At the completion of your therapy, please take a moment to complete the confidential Customer Satisfaction Survey and return it to us in the envelope provided.

### Phone Numbers and Contacts

Emergency: \_\_\_\_\_

Ambulance: \_\_\_\_\_

Physician: \_\_\_\_\_

Hospital: \_\_\_\_\_

Home Health: \_\_\_\_\_

**HomeStar Pharmacy: 484-526-4210**

### Medications and Supplies

Your physician has prescribed \_\_\_\_\_ for you.

Your medications will be specially prepared for you by the HomeStar Pharmacy Team. It is important that you take this and all medications as prescribed. Make sure you follow the instructions you have been given, and notify us of any changes in your medical condition or treatment plan. Please review the enclosed medication information sheet(s) and inform the HomeStar Pharmacist of any questions or concerns you may have.

Read the label on the medication and store it as directed. Keep it in the plastic bag it was sent to you in. Put your medications and supplies in a designated area as soon as you receive them. Place them alone on the refrigerator or freezer shelf. If no refrigeration is necessary, keep your medication separate from other household items. Keep your medications and supplies in a clean area and away from food, pets, children and confused adults.

Some medications can be frozen to provide longer stability of the drug. You will be told if you need to freeze your medication. Follow the directions for thawing. If you forget to thaw your medication, contact HomeStar Pharmacy. Do not put the medication in hot water or use a microwave as this may degrade the medicine.

Follow the instructions regarding how much to take, how to take the medicine, and possible interactions between medications and foods. Inform your doctor or pharmacist of all medications you are taking, including over-the-counter medications, "home remedies" and herbs or supplements.

HomeStar Pharmacy staff will assist you in ordering supplies. All of the supplies needed for your therapy will be provided by HomeStar. Place only the needed supplies for each dose of medication on your clean work area. Check the medication label for your name, the medication name, dosage and expiration date each time you administer your medication.

Always check the medication for leakage, cloudiness, particles, and discoloration. If you have any doubt, do not use the medication, and notify the pharmacy.

### **Monitoring and Follow-Up**

HomeStar Pharmacy works very closely with you, your physician, nurses and other health care providers to monitor your response to the prescribed therapy. Notify us of any changes in your condition, including:

- Changes in your medications
- Missed or skipped medication doses
- Any side effects or adverse reactions
- Redness, swelling bleeding and/or pain at the IV site
- Changes in your wound.
- Red, tender or warm area
- Drainage or unpleasant odor
- Pus or cloudy drainage
- Fever, chills or sweating
- Loss of appetite, nausea and/or vomiting
- Abdominal pain or diarrhea
- Unexplained weakness or fatigue
- Sudden onset or increased discomfort or pain

### **Delivery**

HomeStar Pharmacy makes routine deliveries Monday through Friday. A pharmacist is available 24 hours a day for emergencies.

In most cases, HomeStar Pharmacy delivers your medication and supplies on a weekly basis, and we will work with you to schedule delivery times that are convenient for you. It is important that someone is home for the scheduled delivery, or arrangements can be made in advance to deliver to a responsible relative or neighbor. For safety reasons, we are unable to leave or "drop off" medications in a non-secure area, such as a porch or patio.

Please notify us of any changes related to your delivery, including changes in your telephone number or address. This includes a temporary change of address (for example, staying with a relative or friend while you recuperate). Make sure you have enough medicine and medical supplies available. Contact us with supply needs before you run out.

In the event of an emergency, severe bad weather or disaster situation, HomeStar Pharmacy will make every attempt possible to provide you with continuing service and with the necessary medications and/or supplies you need to continue with your prescribed course of therapy or treatment. We may need to make alternate arrangements regarding delivery of your medications and/or supplies; you will be notified of these changes.

### **Aseptic Technique**

"Aseptic" means sterile. Because germs are everywhere, it is important that you take measures to prevent infection. Keep the area where you prepare and administer your medications clean and make

sure that area has enough light. Try to work away from the kitchen or bathroom and keep pets away from you while you are working. Do not allow sick people to be around you.

Things to remember:

- Wash your hands before and after preparing or giving your IV medications.
- Store your supplies in a clean dry area away from other household items.
- Keep sterile packages such as IV tubing, dressing kits, etc. from becoming wet, broken or torn.
- A sterile object that touches a non-sterile object is now contaminated or non-sterile.
- Do not speak, cough, sneeze or laugh over the area you are preparing your medications.
- Do not reach over sterile supplies when doing a procedure.
- Turn off fans or move fans so they do not blow over your work area.

### **Handwashing**

Handwashing is a very important part of aseptic technique. Handwashing is the most important way to prevent the spread of infection. Washing with soap and water removes most dirt and germs. Before beginning any procedure related to your IV therapy, begin by washing your hands:

- Remove rings or other jewelry, including watches.
- Turn the water on. Be careful not to burn yourself.
- Wet hands.
- Apply soap and lather well.
- Scrub fingers and nails, be careful not to touch the sides of the sink or the faucet.
- Wash well for at least 15 seconds.
- Rinse hands well.
- Dry hands with a paper towel.
- Turn off the faucet with the paper towel.

### **IV Pole Safety**

When moving about with your pole, remember you are attached to the pole, and use the following precautions:

- Do not push the pole across loose throw rugs.
- Never allow the IV tubing to drag on the floor.
- Remember to lower your IV pole if you are going through a doorway.

### **Infusion Pump Safety**

It is sometimes necessary to administer the medications via an electronic infusion pump. Your pump is intended for use only as described in the instructions. Always read the instruction manual that will accompany the pump when you receive it for information on battery power or changing batteries (if you have an ambulatory pump).

Do not allow the pump to become wet. Unplug the infusion pump before bathing. If attached to an ambulatory infusion pump, place the pump outside the tub on a chair while bathing.

Do not place or store the pump where it may fall or be pulled into tub or sink. Do not reach for a pump that has fallen into water. Unplug it immediately.

When the pump is used for children or for a patient/client that is not independent, close supervision is recommended.

Never operate the pump if it has a damaged cord or plug. Do not attempt to repair or replace a damaged power cord. Never operate your pump if it is not working properly or has been dropped or damaged. Notify HomeStar Pharmacy to report the problem.

Keep the power cord away from sharp or hot surfaces.

In the event of a power failure, your infusion pump will run on battery for a few hours, depending on the charge status. Notify HomeStar Pharmacy if your power does not come back on.

Do not overload an electrical outlet with several pieces of medical equipment. Connect the pump to a properly grounded outlet only. You may need an electrician to make necessary provisions to correct the outlet if only a 2-hole receptacle is available. A temporary adapter may be used to connect a 3-pronged plug to 2-hole receptacle.

An electrical shock hazard exists when the pump housing is open. Do not attempt to open the pump housing.

### **Medical Waste Disposal**

The syringes, plastic tubing, plastic bags, plastic medication cassettes or medicine balls, paper trash and vials may be placed in a heavy-duty trash bag and disposed in your regular household trash.

Needles and sharps used to administer medications must never be disposed of in the regular trash. Special measures must be taken to prevent injury, illness, and pollution. Dispose of needles or other exposed sharp point in the needle bucket provided to you by HomeStar Pharmacy.

Tightly close the lid of the needle bucket when not in use. Do not over-fill the needle bucket. Please notify HomeStar Pharmacy when the container is full and needs to be replaced. Keep the needle bucket out of the reach of children and animals. Never throw the needle bucket out with the trash.

Medical waste such as soiled bandages, disposable sheets and gloves should be placed in securely fastened plastic bags. These materials, along with the securely fastened plastic bag(s) of soiled bandages, sheets, and gloves can then be disposed of with your regular trash. Do not put these items with your recyclables.

Chemotherapy supplies require special handling; make sure you follow the instructions provided. Do not dispose of chemotherapy and related supplies in the regular trash.

### **Emergency Preparedness**

It is important to have a plan in place in the event of an emergency or disaster.

List and keep emergency phone numbers by each phone. The list should include: fire, police, ambulance, home health care provider, home nursing agency and utility company. If possible, have a contact person's name available. Notify the fire department, ambulance or emergency service, utility and telephone companies of your needs, so that you can be placed on a "priority" list in the event of service interruption or a disaster.

Keep the following items accessible: flashlight, portable radio, extra batteries, matches, candles, warm clothing, food that can be prepared without electricity (cereal, bread, powdered milk, bottled water, peanut butter). Keep enough medications on hand and close by. Have a portable oxygen tank on hand if you use oxygen.

Stay tuned to your local radio station or local TV station to keep informed of the latest information regarding the possibility of severe weather (such as blizzard) or other community disaster situations.

In the event of pending inclement weather, we may contact you in advance to make changes to your delivery times, to assure that you have enough medications and supplies.

If you need to evacuate your home, take your medication and supplies with you. Turn off your infusion pump and disconnect. If you are using an ambulatory infusion pump, you do not need to disconnect.

In the event of an emergency or disaster situation, if you should need to leave your home, notify HomeStar Pharmacy staff as soon as possible. If you need emergency medical care or supplies, go to the nearest emergency room.

## **General Safety**

Check your medicine cabinet each year and dispose of expired medicines and re-stock if needed. "Spring clean" your medicine cabinet. Always check the expiration date before taking medications.

Keep your home safe and free of clutter. Keep walk areas well-lit and clear. Do not use throw rugs. Wipe up spills immediately.

Use a bath bench or shower chair if you need help to stand, or if you cannot stand for long periods of time. Never leave children alone in the bathtub. Always check water temperature before putting children into the tub or getting in yourself. Keep water heater at 120 to 125 degrees.

Always wear your seat belt. Place children in the back seat in a car seat or seat belt as appropriate for the child's age and weight.

Use equipment for its intended use only. Watch for these electrical overload signals: dimming lights when an appliance goes on, a shrinking TV picture, slow heating appliances, or fuses blowing frequently. Call a qualified electrician for service.

Use care in the kitchen. Use pot holders. Do not leave cooking food unattended. Do not use the stove or oven for storage. Keep the stove, oven and fan clean. Keep pot handles and hot foods or liquids away from the front of the stove or counter. Check temperature of foods or liquids. Use caution with microwaves, food may be very hot. Do not use microwaves to heat baby formula or baby food.

Have chimney and furnaces checked regularly. Use care with fireplaces and space heaters; do not leave unattended and keep newspapers, rags, rugs or other combustible materials away. Place smoke detectors on each level of your home and outside sleeping areas. Change the battery every 6 months or more often if it makes a chirping sound.

Keep a fire extinguisher in your kitchen, garage and workshop and learn how to use it before an emergency. Use fire extinguishers on small fires only. Never smoke in bed or when you are tired. Dispose of cigarettes and matches properly.

Plan an escape route and a place for family members to meet. Call 911 outside of the building. Never go back into a burning building.

Abuse can affect anyone and occur in many different ways. There is help for those being abused. There are many resources available to help you to learn more about abuse and to obtain information on where to get help, such as the Domestic Violence Hotline at 1-800-799-SAFE.

## **Customer Concerns and Complaints**

We value your opinion, and are continually looking for ways to improve the services we provide. You have the right to express your opinion, and you may freely express any concerns you have verbally or in writing. If you have a concern or suggestion you would like to discuss with the HomeStar Administrator, Joseph Borgioni, RPh, you may contact him directly at 484-526-7650. You may also send a letter to him at the address listed, or email him at [joseph.borgioni@sluhn.org](mailto:joseph.borgioni@sluhn.org). If you feel your issue has not been satisfactorily resolved, you may notify the Commonwealth of PA Bureau of Professional & Occupational Affairs Complaints Office at 800-822-2113. If you would like to notify the Community Health Accreditation Program (CHAP), you may do so by calling 800-656-9656 or emailing [complaints@chapinc.org](mailto:complaints@chapinc.org).

## **Medicare Supplier Standards**

DMEPOS suppliers have the option to disclose the following statement to satisfy the requirement outlined in Supplier Standard 16 in lieu of providing a copy of the standards to the beneficiary. The products and/or services provided to you by HomeStar Pharmacy may be subject to the supplier standards contained in the Federal regulations shown at 42 Code of Federal Regulations Section 424.57(c). These standards concern business professional and operational matters (e.g. honoring warranties and hours of operation). The full text of these standards can be obtained at <http://ecfr.gpoaccess.gov>. Upon request, we will furnish you a written copy of the standards.

## **Advance Directives**

In Pennsylvania, competent adults have the right to decide whether to accept, reject or discontinue medical care or treatment. Your doctor will give you information which will help you to decide about your treatment. You have the right to tell people now if and how you would like to receive medical treatment in the event you become physically or mentally unable to decide or state your wishes.

**Advance Directives** are a means for you to state, in advance, what care you would like to receive in the event you are unable to state your wishes.

A **Living Will** is a written document that describes what type of life-sustaining treatment you want or do not want if you are later unable to state what treatment you want.

A **Durable Power of Attorney** allows you to state who can make medical decisions for you in the event you are unable to make decisions for yourself.

This is not legal advice, but simply a statement of your rights. If you would like more information, you may contact your attorney or:

- Your local County Area on Aging (number located in the phone book)
- The Pennsylvania Council on Aging, 231 State St, Harrisburg, PA 17101-9896

HomeStar Pharmacy honors Advance Directives to the extent permitted by law, but will not directly participate in the withdrawal of life-sustaining measures. If you have any questions regarding HomeStar Pharmacy's policy on Advance Directives, please ask your pharmacist or nurse.

## **Patient Bill of Rights**

As an individual receiving home health care services from HomeStar, you have the following rights:

- To select those who provide you home care services.
- To be provided with legitimate identification by any person or persons who enters your residence to provide home care for you.
- To receive the appropriate or prescribed service in a professional manner without discrimination relative to your age, sex, race, religion, ethnic origin, sexual preference or physical or mental handicap.
- To be promptly informed if the prescribed care or services are not within the scope, mission, or philosophy of the organization, and therefore be provided with transfer assistance to an appropriate care or service organization.
- To be dealt with and treated with friendliness, courtesy and respect by each and every individual representing the organization that provides treatment or services for you and be free from neglect or abuse, be it physical or mental.
- To have your privacy, security, and property respected at all times.
- To assist in the development and planning of your health care program that is designed to satisfy, as best as possible, your current needs.
- To be provided with adequate information from which you can give your informed consent for the commencement of service, the continuation of service, the transfer of service to another health care provider, or the termination of service.
- To express concerns or grievances or recommend modifications to your home care service without fear of discrimination or reprisal.
- To request and receive complete and up-to-date information relative to your condition, treatment, alternative treatments, risks of treatment within the physician's legal responsibilities of medical disclosure.
- To receive care and services within the scope of your health care plan, promptly and professionally, while being fully informed as to our organization's policies, procedures, and charges.
- To refuse care, within the boundaries set by law, and receive professional information relative to the ramifications or consequences that will or may result due to such refusal.
- To request and receive data regarding services or costs thereof privately and with confidentiality.

- To request and receive the opportunity to examine or review your medical records.
- To formulate and have honored by all health care personnel an advance directive such as a Living Will or a Durable Power of Attorney for Health Care, or a Do Not Resuscitate order.
- To expect that all information received by this organization shall be kept confidential and shall not be released without written consent.
- To be involved, as appropriate, in discussions and resolutions of conflicts and ethical issues related to your care.
- To be informed of any experimental or investigational studies that are involved in your care, and be provided the right to refuse any such activity.
- As a patient of this home care organization, you can expect that your reports of pain will be believed and our concerned staff will quickly respond to your concerns by contacting your home health nurse or physician.

### **Responsibilities of the Patient**

St. Luke's HomeStar and you are partners in your health care plan. To insure the finest care possible, you must understand your role in your health care program. As a patient of HomeStar Pharmacy, you are responsible for the following:

- To provide complete and accurate information concerning your present health, medication, allergies, etc., when appropriate to your care/service.
- To inform a staff member, as appropriate, of your health history, including past hospitalizations, illnesses, injuries, etc.
- To be involved, as needed and as able, in developing, carrying out, and modifying your home care service plan, such as properly cleaning and storing your equipment and supplies.
- To review the organization's safety materials and actively participate in maintaining a safe environment in your home.
- To request additional assistance or information on any phase of your health care plan you do not fully understand.
- To notify your attending physician when you feel ill, or encounter any unusual physical or mental stress or sensations.
- To notify the organization when you will not be home at the time of a scheduled home care visit.
- To notify the organization prior to changing your place of residence or your telephone number.
- To notify the organization when encountering any problem with equipment or service.
- To notify the organization of any change in insurance coverage.
- To notify the organization if you are to be hospitalized or if your physician modifies or ceases your home care prescription.
- To make a conscious effort to properly care for equipment supplied and to comply with all other aspects of the home health care plan developed for you.
- As a patient of this home care agency, we expect that you will report any concerns regarding pain and pain management.
- To make a conscious effort in showing respect and consideration to the organization's staff.
- To meet financial commitments that have been agreed to with the organization.

## **Notice of Privacy Practices**

THIS NOTICE OF PRIVACY PRACTICE DESCRIBES HOW MEDICAL INFORMATION MAY BE USED AND DISCLOSED, AND HOW YOU CAN GET ACCESS TO THIS INFORMATION. PLEASE REVIEW IT CAREFULLY.

### **I. WHO PRESENTS THIS NOTICE**

This Notice of Privacy Practices ("Notice") is given on behalf of certain health care provider affiliates of St. Luke's University Health Network ("St. Luke's") and all of their departments, units, employed health professionals, students, and members of volunteer groups who are allowed to help while you are an inpatient or being treated at a St. Luke's facility. All of St. Luke's entities are legally required to follow the privacy practices that are described in this notice.

This Notice of Privacy Practices is effective as of July 10, 2013. If you have any questions about this Notice, please contact St. Luke's Network Compliance Department through the confidential Hotline at 1 (855) 9-ETHICS or 1(855) 938-4427.

St. Luke's is required to give you this Notice to comply with the regulations (the "Privacy Rule") established under federal laws called the Health Insurance Portability and Accountability Act ("HIPAA") Privacy Rule and the Health Information Technology for Economic and Clinical Health Act ("HITECH"). St. Luke's is committed to protecting your medical information, including health information protected by HIPAA and other federal and state laws, and using that information appropriately.

This Notice is intended to describe your rights, and to inform you about ways in which St. Luke's may use and disclose your protected health information ("PHI"), and the obligations St. Luke's has when using and disclosing your PHI. Your personal physician or any other provider of your health care services may have different policies or Notices regarding their use and disclosure of your PHI which is created in that provider's office.

### **II. HOW WE MAY USE AND DISCLOSE YOUR PROTECTED HEALTH INFORMATION**

A. The Privacy Rule allows St. Luke's to use and disclose PHI about you for purposes of treatment, payment, and St. Luke's health care operations. Any uses or disclosures for payment or health care operations must be limited to the minimum necessary to accomplish the purpose of the use or disclosure.

1. Treatment. St. Luke's may use your PHI to provide you with medical treatment or services, to coordinate or manage your health care services, or to facilitate consultation or referrals as part of your treatment. For example, if you are being treated for a knee injury, St. Luke's may disclose your PHI to the physical rehabilitation department in order to coordinate your care. Different departments of St. Luke's also may share your medical records in order to coordinate your treatment and care, such as prescriptions, lab and x-ray tests. Also, St. Luke's may disclose your medical records to people outside of St. Luke's after you leave a St. Luke's facility, including family members, clergy, or other health care providers such as nursing homes or home health agencies.

2. Payment. St. Luke's may use and disclose your medical record to send bills and collect payment from you, your insurance company or other third parties, for the treatment and services provided to you by St. Luke's. For example, St. Luke's may provide portions of your PHI to our billing department and your health plan to get paid for the health care services St. Luke's provided to you. St. Luke's may also provide your PHI to our business associates, such as billing companies, claims processing companies, and others that process our health care claims.

3. Health Care Operations. St. Luke's may use and disclose PHI about you for St. Luke's health care operations. These uses and disclosures are necessary to provide quality care to all patients and residents as well as to facilitate the functioning of St. Luke's, including among other things:

- a. Quality assessment and improvement activities;
- b. Protocol development;
- c. Care management, coordination, and related functions;
- d. Competence assessment and performance reviews of St. Luke's employees;
- e. Training, accreditation, certification, licensing, credentialing or other related activities;
- f. Insurance related activities;
- g. Internal patient complaint or grievance resolution; and
- h. Activities relating to improving health or reducing health care costs.

Examples of how St. Luke's may use and disclose your information include:

- a. Use medical records to review its treatment and services as well as to evaluate the performance of its staff in caring for you;
- b. Combine medical records about many St. Luke's patients to decide what additional services St. Luke's should offer, what services are not needed, and to study the safety and effectiveness of treatments;
- c. Disclose information to doctors, nurses, and other St. Luke's personnel for training purposes;
- d. Remove information that identifies you from a set of medical records so that others may use it to study health care and health care delivery without learning who the specific patients are;

e. Use and disclose medical records to contact you by telephone or in writing as a reminder that you have an appointment for a test or procedure, or to see your doctor.

4. Hospital and Facility Directory. St. Luke's may list certain information about you in the hospital directory while you are an inpatient at St. Luke's. This information may include your name, where you are in St. Luke's, a general description about your condition (e.g., fair, stable) and your religious affiliation. Unless you opt out, St. Luke's can disclose this information, except for your religious affiliation, to people who ask for you by name. Your religious affiliation may be given to members of the clergy even if they do not ask for you by name. This information is released so that your family, friends, and clergy can call and visit you in the hospital and generally know how you are doing and so that you can receive flowers, cards, or gifts sent to you during your hospital stay. If you choose to opt out, please call the Patient Access Center at (484)526-1128 and ask them to remove you from the Hospital Directory.

5. Persons Involved in Your Care or Payment for Your Care. St. Luke's may release PHI about you to a family member, friend, or someone you designate who is involved in your care or payment of medical bills. St. Luke's may also disclose your health information to an entity authorized to assist in disaster relief so that those who care for you can receive information about your location or health status.

6. Fundraising Activities. St. Luke's may solicit contributions to support the expansion and improvement of services and programs we provide to the community. In connection with our fundraising efforts, we may disclose to our employees or business associates, demographic information about you (e.g., your name, address and phone number), dates on which we provided health care to you, health insurance status, department of service, treating physician and general outcome information. If you do not wish to receive any fundraising requests in the future, you may contact the St. Luke's Foundation at (866) 468-6251 or respond via one of the methods identified in the fundraising correspondence that you may receive in the future.

7. Treatment Options. St. Luke's may use or disclose your PHI to tell you about or recommend possible treatment options or alternatives that may be beneficial to you. For example, your name, address, and electronic mail address may be used so we can send you newsletters or health care bulletins about St. Luke's and the services we provide. We may also send you information about health-related products or services that we or others make available and that we think may be useful or of interest to you. You may write to St. Luke's Marketing and Communications Department Attn: InfoLink 801 Ostrum St., Bethlehem, PA 18015 or [info.link@sluhn.org](mailto:info.link@sluhn.org) as notification that you do not wish to receive any of our newsletters or other information.

8. Research. Under certain circumstances, St. Luke's may use and disclose your PHI for research purposes. Before they begin, all research projects that are conducted at St. Luke's are carefully reviewed. This process evaluates the proposed project's use of medical information, trying to balance the needs of medical research with your need for privacy. Before we use or disclose medical information for research, the project will have been approved through St. Luke's research approval process, but we may disclose your medical information to people preparing to conduct the research project (e.g., to help the researchers look for patients with specific medical conditions or needs).

9. Client/Patient Satisfaction Surveys. St. Luke's may conduct client/patient satisfaction surveys to understand how we can improve our services to patients and their families or friends. For example: A client or patient may receive a survey from a patient satisfaction research organization, asking for comment on the services provided.

10. Business Associates. There are some services at St. Luke's that may be provided through contracts with business associates. Examples include but are not limited to certain laboratory tests and a copy service that we may use to make copies of your health record. When these services are contracted, we may disclose your health information to our business associate so that they can perform the job we've asked them to do. To protect your health information, however, we require the business associate to appropriately safeguard your information.

11. Health Information Exchange: A patient's PHI will be available electronically through a local, state, or national Health Information Exchange (HIE). An HIE is a repository that facilitates the exchange of health information allowing approved participating providers to have a more complete picture about a patient's health such as lab results, radiology reports, and other medical data. Patients can choose to prohibit sharing their PHI through an HIE by completing a process referred to as Opting-Out. Opting-Out will prevent participating providers and its authorized users from viewing PHI, but the patient will still have access to view their PHI stored in the HIE. To opt-out, please contact eVantageHealth Support by calling (484)526-8893 or by sending an email to [support@eVantageHealth.com](mailto:support@eVantageHealth.com).

St. Luke's has operations and providers in both Pennsylvania and New Jersey, and such States' law may be more protective of certain information than the Privacy Rule. Accordingly, depending on the State in which the information is obtained, St. Luke's will not disclose your information related to treatment for mental health, development disabilities, alcoholism, substance abuse or drug dependency, venereal disease, genetic information, or information concerning the presence of HIV, antigen or non-antigenic products of HIV or an antibody to HIV, without in each case obtaining your authorization unless otherwise permitted or required by the applicable State or federal law.

B. Certain Uses and Disclosures Do Not Require Your Consent. The Privacy Rule and Pennsylvania or New Jersey law (as applicable) allow St. Luke's to use or disclose your protected health information/patient health care records without your authorization or informed consent for a number of special functions and activities, described below.

1. As Required by Law. St. Luke's is permitted to disclose your protected health information when required to do so by federal, state, or local law.
2. Public Health. St. Luke's may use and disclose medical information about you for public health activities. These activities generally include the following:
  - a. To prevent or control disease, injury, or disability, to report vital statistics such as births and deaths, and for public health surveillance or interventions;
  - b. To report births and deaths;
  - c. To report abuse or neglect of children, elders, and dependent adults;
  - d. To the Federal Drug Administration (FDA), to report reactions to medications or problems with products, to track products, to enable product recalls, or to conduct post-market surveillance as required by the FDA;
  - e. To notify people of recalls of products they may be using; and
  - f. To notify a person who may have been exposed to a disease or may be at risk for contracting or spreading a disease or condition.
3. Victims of Abuse, Neglect, or Domestic Violence. The Privacy Rule authorizes St. Luke's to notify the appropriate government authority if St. Luke's believes a patient or resident has been a victim of abuse, neglect, or domestic violence. St. Luke's will only make this disclosure if you agree or when required or authorized by law.
4. Health Oversight Activities. St. Luke's is permitted to disclose PHI to a health oversight agency for activities authorized by law, including audits, investigations, inspections, licensure or disciplinary activities, and other similar proceedings. St. Luke's may not disclose the PHI of a person who is the subject of an investigation that is not directly related to that person's receipt of health care or public benefits.
5. To Avert a Serious Threat to Health or Safety. St. Luke's may use and disclose medical information 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. Any disclosure, however, would only be to someone able to help prevent the threat.
6. Funeral Directors, Medical Examiners, and Coroners. Sometimes, St. Luke's may deem it necessary to release medical information to funeral directors, so that they can carry out their duties appropriately. Sometimes, when there are concerns about identification of a patient, or determining what caused a death, we will release medical information to medical examiners or coroners.
7. Organ and Tissue Donation. If you are an organ donor, St. Luke's may release information to the organizations responsible for organ or tissue transplantation in order to help with the process.
8. Workers Compensation. St. Luke's may release medical information about you to insurers, government administrators, and employers for workers' compensation or similar programs. This relates to care provided for work-related injuries or illness.
9. Specialized Government Functions. In certain circumstances, the Privacy Rule authorizes St. Luke's to use or disclose your PHI to facilitate specified government functions to include:
  - a. Medical Suitability and Intelligence Activities. St. Luke's may disclose your PHI to the Department of State for use in making suitable determinations.
  - b. Inmates and Correctional Institutions. Should you be an inmate of a correctional institution or under the custody of law enforcement official, St. Luke's may release the PHI of inmates and others in law enforcement custody to the correctional institution or law enforcement official, where necessary 1) for the correctional institution or official to provide you with health care; 2) to protect your health and safety or health and safety of others; or 3) for the safety and security of the correctional institution. An inmate does not have a right to the Notice.
  - c. Active Duty Military Personnel. If you are a member of the armed forces, St. Luke's may release medical information about you as required by military command authorities. St. Luke's may also release medical information about foreign military personnel to the appropriate foreign military authority.
  - d. Government Security, Intelligence and Bioterrorism: St. Luke's may release medical information about you to authorized federal officials for intelligence, counterintelligence, and other national security activities authorized by law. St. Luke's may disclose medical information about you to authorized federal officials so they may provide protection to the President, other authorized persons or foreign heads of state or conduct special investigations.
10. Disputes, Lawsuits, Administrative Proceedings. If you are involved in a lawsuit or dispute, the Privacy Rule allows St. Luke's to disclose your PHI in response to a court or administrative order. St. Luke's may disclose your PHI 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 information requested if that is required by law.

11. Law Enforcement. St. Luke's may release medical information if asked to do so by a law enforcement official:

- a. In response to a court order, subpoena, warrant, summons, or similar process;
- b. To identify or locate a suspect, fugitive, material witness, or missing person;
- c. About the victim of a crime if, under certain limited circumstances, we are unable to obtain the person's agreement;
- d. About a death St. Luke's believe may be the result of criminal conduct;
- e. About criminal conduct at St. Luke's; and
- f. In emergency circumstances to report a crime; the location of the crime or victims, or the identity, description or location of the person who committed the crime.

Pennsylvania and New Jersey law generally requires a court order for the release of patient health care records in these circumstances, and may be considered more protective of your privacy than the Privacy Rule. However, Pennsylvania law does allow the release of confidential patient health care records when a crime occurs on the premises and a victim is threatened with bodily harm. Pennsylvania and New Jersey law also requires that gunshot wounds or other suspicious wounds, including burns, that are reasonably believed to have occurred as the result of a crime must be reported to the local police or sheriff. The report must include the nature of the wound and the patient's name.

12. Other Uses of Medical Information. Other uses and disclosures of medical information not covered by this Notice or the laws that apply to us will be made only with your written permission. If you provide us permission to use or disclose medical information about you, you may revoke that permission, in writing, at any time. If you revoke your permission, we will no longer use or disclose the medical information about you for the reasons covered in your authorization. You understand that we are unable to take back any disclosure that St. Luke's has already made with your permission, and that we are required to retain our records of the care that we provided to you.

### III. HITECH

A. St. Luke's will notify affected individuals, Department of Health and Human Services, and the media, as applicable, of any Breach of unsecured PHI that compromises the security or privacy of the PHI. All suspected Breaches will be investigated and all necessary notifications will be sent, in accordance with company policy. Examples of unsecured PHI includes but are not limited to:

1. Medical record left unattended in a public location (e.g., cafeteria or office waiting room);
2. Misdirected e-mail to an external group that includes a listing of patients' accounts that have addresses, social security numbers, date of birth, or medical diagnosis; and
3. Intentional and non-work related access by St. Luke's workforce member or its business associate of your PHI.

B. "Breach" means the unauthorized acquisition, access, use, or disclosure of PHI which compromises the security or privacy of the PHI, except where an unauthorized person to whom such information is disclosed would not reasonably have been able to retain such information.

### IV. YOUR RIGHTS REGARDING YOUR PROTECTED HEALTH INFORMATION

You have several rights with regard to the PHI that St. Luke's maintains about you. If you wish to exercise any of the following rights, please contact the confidential Privacy Hotline at 1 (855) 9-ETHICS or 1(855) 938-4427.

1. Right to Request Restrictions. You have the right to request restrictions or limitations on St. Luke's uses or disclosures of PHI about you for treatment, payment or health care operations.

St. Luke's is not required to agree to your request. If St. Luke's does agree, it will comply with your request unless the information is needed to provide you emergency treatment. A request for restrictions must be in writing, directed to the St. Luke's Medical Records Department 801 Ostrum St., Bethlehem, PA 18015, and should include (1) name and address of where services were received; (2) what information you want to limit; (3) whether you want to limit its use, disclosure or both; and (4) to whom you want the limits to apply.

2. Right to Request Confidential Communications. You have the right to request that St. Luke's communicate with you about medical matters through specific channels, that is, in a certain way or at a certain location. For example, you can ask that St. Luke's only contact you at work, or only at home, or only by mail. To request confidential communications, you must make a request in writing to the St. Luke's Medical Records Department at the address in Section IV.1, and your request must specifically and clearly state how or where you want to be contacted. St. Luke's will not ask you the reason for your request, and will attempt to accommodate all reasonable requests.

3. Right to Inspect and Copy. You have the right to inspect and copy a designated set of your medical records. This designated set typically includes medical and billing records, but may not include psychotherapy notes. Please note that a request to inspect your medical records means that you may examine them at a mutually convenient time or place. If you request a copy of the information, your request must be in writing and must be submitted to the St. Luke's Medical Records Department at the address in Section IV.1. St. Luke's may charge a reasonable fee for the costs of copying, mailing or other supplies associated with your request. St. Luke's may

deny your request to inspect and copy in certain circumstances. If you are denied access to your medical records, you may have the denial reviewed by a licensed health care professional chosen by St. Luke's. The person conducting the review will not be the person who denied your request. St. Luke's will comply with the outcome of the review.

4. Right to Amend. If, in your opinion, your medical records are incorrect or incomplete, you may request that St. Luke's amend your records. You have the right to request an amendment for as long as the information is kept by or for St. Luke's. A request to amend your medical records must give the reasons for the amendment. St. Luke's may deny your request for an amendment if it is not in writing or does not include a reason. St. Luke's may also deny your request for amendment if it covers medical records that:

- a. Were not created by St. Luke's, unless the person who actually created the information is no longer available to make the amendment;
- b. Are not part of the medical records kept by or for St. Luke's;
- c. Are not part of the information which you would be permitted to inspect and copy, as discussed above; or
- d. Are accurate and complete.

5. Right to an Accounting of Disclosures. You have the right to request an accounting of certain disclosures of PHI by St. Luke's. A request for accounting of disclosures must specify a time period, which may not be longer than six years, and which may not include dates of service before April 14, 2003. A request for accounting of disclosures must be in writing and must be submitted to the St. Luke's Medical Records Department at the address in Section IV.1. Your written request should indicate in what form you want the disclosure (for example, on paper). The first accounting within a 12-month period will be free; for additional accountings, St. Luke's may charge for its costs after notifying you of the cost involved and giving you the opportunity to withdraw or modify your request before any costs are incurred.

6. Right to Complain. If you believe your privacy rights have been violated, you may file a complaint with St. Luke's and/or with the federal Department of Health and Human Services (DHHS). A patient can send a letter to DHHS at:

Office for Civil Rights, U.S. Department of Health and Human Services, 150 S. Independence Mall West  
Suite 372, Public Ledger Building, Philadelphia, PA 19106-9111

St. Luke's cannot require you to waive your right to complain in order for you to receive treatment at St. Luke's. To file a complaint with St. Luke's, contact St. Luke's Network Compliance Department through the confidential Privacy Hotline at 1 (855) 9- ETHICS or 1(855) 938-4427. St. Luke's will not retaliate against you for filing such a complaint.

7. Right to a Paper Copy of this Notice. You have the right to a paper copy of this Notice. You may ask us to give you a copy of this notice at any time.

8. Right to Breach Notification. You have a right to receive written notification when a breach of PHI has occurred. You shall receive notification no later than 60 days after the breach has been discovered.

#### V. AMENDMENTS TO THIS NOTICE

St. Luke's reserves the right to amend this Notice at any time. In addition, St. Luke's is required to amend this Notice as made necessary by changes in the Privacy Rule. Each version of the Notice will have an effective date on the first page. St. Luke's reserves the right to make the amended Notice effective for PHI at the time the amendment is made, as well as for any PHI that St. Luke's may receive or create in the future. St. Luke's will post a copy of the current Notice on the St. Luke's website, [www.sluhn.org](http://www.sluhn.org) as well as in the registration area of St. Luke's facilities, when substantial changes are made.

#### VI. ST. LUKE'S DUTIES

St. Luke's is required by the Privacy Rule to maintain the privacy of your PHI. The Privacy Rule requires that St. Luke's provide notice of its privacy practices to all of its patients or clients. St. Luke's obligations to maintain your privacy, and the situations and circumstances, in which your PHI may be used or disclosed, are described in more detail in this Notice of its legal duties and privacy practices. St. Luke's is required to comply with the terms and conditions of this Notice, and may not amend this Notice except as set forth above.