



HIPPA NOTICE OF PRIVACY POLICY

THIS NOTICE DESCRIBES HOW MEDICAL INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION. PLEASE REVIEW CAREFULLY.

We value your trust.

We understand the confidential nature of the information you provide to Anodyne Inc. We want you to understand how Anodyne may use and disclose certain information you provide us, and what rights you have concerning that information. This privacy policy will tell you.

- ◆ What information is protected
- ◆ How Anodyne, Inc. may use and disclose your protected information
- ◆ Your rights concerning your protected information

What information is protected?

Information protected by this privacy policy includes information Anodyne, Inc. receives or creates that identifies you and your concerns:

Your past, present or future medical health or condition, medical care that is provided to you, or that past, present or future payment for medical care provided to you.

How We May Use or Disclose Protected Information:

Anodyne, Inc. may use or disclose your protected information to provide you with treatment, obtain payment for your treatment, or perform health care operations. Some examples of how we may use or disclose your protected information for these reasons are: • *Treatment.* We may use or disclose your protected information to dispense prescription medications or devices to you, provide you with information and counseling on your drug therapy, and communicate with your physician, your physician's staff, emergency treatment personnel or other health care professionals to ensure you receive appropriate treatment. • *Payment.* We may use or disclose your protected information to determine the amount of your co-payment responsibility and to obtain payment for your treatment from your insurer or pharmacy benefit manager. • *Health Care Operations.* We may use your protected information to review the performance of our employees, to prevent fraud and to develop compliance programs in order to offer more effective and comprehensive treatment to you.

Anodyne Inc. may also use or disclose your protected information for other reasons. Those reason and some examples of how we may use or disclose your protected information for those reasons are:

• *Communications with you.* We may use your protected information to contact you. We may contact you to ensure that your product(s) are working effectively, or to provide you with improved products or information about treatment alternatives. • *Health oversight agencies.* We may disclose your protected information to agencies authorized by law to perform audits, investigations or inspections for the oversight of the health care system, government benefit programs or civil rights laws. • *Judicial and administrative proceedings.* We may disclose your protected information in response to a court order, administrative order, subpoena, warrant, or other lawful process. • *Law enforcement.* We may disclose your protected information as required by law in response to requests from law enforcement. • *Services.* We may hire third parties to perform certain services we have asked them to do. These third parties will be required to protect your information and will not be allowed to use your information for any purpose other than to provide the services we have requested. • *Special Circumstances.* We may disclose your protected information in certain special circumstances.

Such circumstances include disclosures to agencies authorized by law to collect information for national security and intelligence activities, for specialized government functions in the even you are a veteran or are in the military, for investigation of a death or identification of a deceased person, for review of product quality and safety, to avert a threat to health or safety of an individual or the public, or to comply with requirements for worker's compensation programs.

The examples given above are for illustration only. They may not be all-inclusive. Anodyne, Inc. may also use or disclose your protected information as otherwise required by law. Anodyne, Inc. will obtain your written authorization before using or disclosing your protected information for any reason other than those included in this Notice. You may revoke your authorization in writing at any time. Upon receipt of your written revocation, we will stop using or disclosing your protected information, except to the extent that we have already acted in reliance or the authorization.

Your Rights

You have certain rights concerning your protected information and this Notice. These rights include:

- *Notice.* You may request a copy of the Notice at any time. To request a paper copy, visit your local Anodyne, Inc.
- *Inspection and copies.* You have the right to inspect and receive a copy of the protected information we maintain about you. To do so, contact your local Anodyne, Inc. Your local Anodyne, Inc. may request that you submit a written request. We may charge you a fee for the costs of copying and mailing your protected information.
- *Amendments.* If you feel that the protected information we maintain about you is incomplete or incorrect, you may request that we amend it. To request an amendment, contact Anodyne, Inc. Anodyne, Inc. may request a written request. The request must include the reason you are requesting the amendment. In certain cases, we may deny your request for amendment. If we deny your request, you may send us a written statement disagreeing with our denial.
- *Restrictions on uses and disclosures.* You have the right to request additional restrictions on our use or disclosure of your protected information. Your request must be submitted in writing to your local Anodyne, Inc. We are not required to agree to any restrictions your request.
- *Accounting of disclosures.* You have the right to receive an accounting of the disclosures we have made of your protected information. The accounting will not include disclosures made for treatment, payment or health care operations, disclosures made directly to you, your friends or family members involved in your care, or disclosures authorized by you. The right to receive an accounting of disclosures is subject to certain other exceptions, restrictions, and limitations. To request an accounting of disclosures, contact Anodyne, Inc. Anodyne, Inc. may request that you submit your request in writing. The first accounting you request within a 12-month period will be provided free of charge, but you may be charged for additional accountings. We will notify you of the cost involved and you may then withdraw or modify your request.
- *Alternative Communications.* You may request that we contact you about your protected information only in writing or at a different residence. We will accommodate reasonable requests. To make a request, you must submit your request in writing to your local Anodyne, Inc.

For More Information or to Report a Problem

If you have questions or would like additional information about the Anodyne, Inc. privacy policy, you may contact Anodyne at 1-800-736-8367. If you believe your privacy rights have been violated, you may file a complaint with Anodyne, Inc. and with the Secretary of Health and Human Services. To file a complaint with Anodyne, Inc., send your complaint in writing to Privacy Officer, Anodyne, Inc. 6024 Blue Circle Drive, Minnetonka, MN 55343. There will be no retaliation against you for filing a complaint.

Revisions to Notice

Anodyne, Inc. may revise the terms of this Notice and make the new Notice effective for all your protected information. If Anodyne, Inc. makes a material change to this Notice, a new Notice will be posted at Anodyne, Inc. and will be available to you upon request.

Effective Date

This Notice is effective as of April 14, 2003. Anodyne, Inc. is required by law to maintain the privacy of your protected information and to provide you with this Notice. Anodyne, Inc. is required to comply with the terms of this Notice for so long as it is in effect.

Customer Satisfaction

At Anodyne we are committed to your complete satisfaction. If ever you are unhappy with our service we want to know about it. Please contact us at our customer service number to express your concern and one of our customer service representatives will work with you to assure your satisfaction.

Customer service is available Monday through Friday 8:00 AM to 5:00 PM CST.

Please call 952-546-5334 or 800-736-8367 to speak with customer service or Email at Info@AnodyneRehab.com.

Thank you for being one of our loyal customers.