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Notice of Privacy Practices

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

With your consent, the laboratory is permitted by federal privacy laws to make uses and disclosures of your health information for purposes of treatment, payment and health care operations. Protected health information is the information we create and obtain in providing our services to you. Such information may include documentation of your symptoms, test results, diagnoses, and treatment. It also includes billing documents related to those services.

Use of personal health information for *treatment* purposes:

We may use your health information to provide laboratory test reports to you or your health care provider. We may disclose your health information to doctors, nurses, medical technicians, midwives, pharmacists or others who are involved with your care. For example: A nurse may call from your physician's office to obtain test results on your physician's behalf. We will release the requested information to the nurse.

Use of personal health information for *payment* purposes:

We may use and disclose your health information for payment purposes, including determinations of eligibility and coverage utilization activities. For example: We may need to give your insurance company information about the tests performed in order to obtain payment.

Use of personal health information for *health care operations*:

We obtain services from our insurers or other business associates such as quality assessment, quality improvement, outcome evaluation, protocol and guidelines development, training programs, credentialing, medical review, legal services and insurance. We will share information about you with such insurers or other business associates as necessary to obtain these services. For example: we may use your health information in the course of evaluating our customer service. In addition, we may remove information that identifies you from your health information so this de-identified information can be used for research purposes.

Your Rights Regarding Your Protected Health Information:

The health and billing records we maintain are the physical property of the laboratory. The information in it, however, belongs to you. You have a right to:

- Receive a notice that tells you how your health information may be used and shared.
- Decide if you want to give permission before your health information can be used or shared for certain purposes. However, we may not grant the request.
- Ask that incorrect or incomplete information be removed or changed in your health records.
- Ask that your information not be shared with certain people, groups or companies.
- Ask to be contacted at different places or in different ways, such as through your office or by mail.
- Ask to see and get a copy of your health information
- File complaints if you believe your health information was used or shared in such a way that is not allowed by law or you were not allowed to exercise your rights.

HIPAA provides an exemption §164.524(1)(iii) in relation to CLIA (Clinical Laboratory Improvement Amendments) §42 CFR 493.3(a)(2) as described below: CLIA certified laboratories that are also covered entities are not required to provide individuals with a right of access to or a right to inspect and obtain copies of their private health information if the disclosure of the information to the individual would be prohibited by CLIA. CLIA requires laboratories to release test results only to "authorized persons" and, if applicable, the individual responsible for using the test results and the laboratory that initially requested the test. "Authorized person" means an individual authorized under State law to order tests or receive test results or both.

Our Responsibilities:

The laboratory is required to:

- Maintain the privacy of your health information as required by law;
- Provide you with a notice of our duties and privacy practices as to the information we collect and maintain about you;
- Abide by the terms of this Notice;
- Notify you if we cannot accommodate a requested restriction or request; and
- Accommodate your reasonable requests regarding methods to communicate health information with you.

We reserve the right to amend, change, or eliminate provisions in our privacy practices and access practices and to enact new provisions regarding the protected health information we maintain. If our information practices change, we will amend our Notice. You are entitled to receive a revised copy of the Notice by calling and requesting a copy of our Notice.

To Request Information or File a Complaint:

If you have questions, would like additional information, or want to report a problem regarding the handling of your information, you may contact us via e-mail at info@zrtlab.com or by phone at (866) 600-1636. Additionally, if you believe your privacy rights have been violated, you may file a written complaint by e-mail or mail to ZRT Laboratory. You may also file a complaint by mail or e-mail it to the US Secretary of Health and Human Services.

- We cannot, and will not, require you to waive the right to file a complaint with the Secretary of Health & Human Services (HHS) as a condition of receiving services from the laboratory.
- We cannot, and will not, retaliate against you for filing a complaint with the Secretary.

Other Disclosures and Uses Notification

- We may disclose your protected health information for law enforcement purposes as required by law, such as when required by a court order, or in cases involving felony prosecutions, or to the extent an individual is in the custody of law enforcement.
- Federal law allows us to release your protected health information to appropriate health oversight agencies or for health oversight activities.
- We may contact you as part of our marketing efforts as permitted by applicable law.
- Other uses and disclosures besides those identified in this Notice will be made only as otherwise authorized by law or with your written authorization and you may revoke the authorization as previously provided.

If we maintain a website that provides information about our entity, this Notice will be on the website.