



HIPAA PRIVACY PRACTICES NOTICE

THIS NOTICE DESCRIBES HOW MEDICAL INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU MAY REQUEST ACCESS TO THIS INFORMATION.

PLEASE REVIEW THIS NOTICE CAREFULLY.

The Health Insurance Portability and Accountability Act of 1996 (“HIPAA”) requires certain entities, known as covered entities and business associates to protect the privacy of your health information. This information, known as “protected health information” or “PHI,” includes data that can be used to identify you and that is created or received about your past, present or future health or condition, health care provided to you, or the payment for this health care. Your healthcare provider is a covered entity under HIPAA, and your healthcare provider, subject to your authorization, may be providing your PHI to Synced Care, Inc. (“Synced Care”) in order to facilitate your medical care prior to, during, and after your anticipated surgical procedure.

I. Our Commitment to Protecting Health Information About You

Synced Care is committed to safeguarding your PHI. This Notice describes your rights regarding your health information and Synced Care’s obligations regarding the use and disclosure of PHI. Synced Care is required by law to:

- Maintain the privacy of your PHI;
- Provide you this Notice of Synced Care’s legal duties and privacy practices with respect to PHI; and
- Comply with the terms of our current Notice of Privacy Practices (“Notice”).

In some situations, federal and state laws provide special protections for specific kinds of PHI and require authorization from you before Synced Care can disclose that specially protected health information. Examples of health information that is sometimes specially protected include PHI involving mental health, HIV/AIDS, reproductive health, or chemical dependency. Synced Care may refuse to disclose such specially protected PHI or may contact you for the necessary authorization.

Synced Care reserves the right to make changes to this Notice and to make such changes effective for all PHI Synced Care may already have about you.

II. How Synced Care May Use and Disclose Protected Health Information About You

Under law, Synced Care may use or disclose your PHI under certain circumstances without your permission. The following categories describe the different ways that Synced Care may use and disclose your PHI without your permission.

Treatment: Synced Care may use and disclose PHI about you to provide treatment-related health care services and products. For example, your physician may provide Synced Care information regarding your surgical procedure or your health history to determine which pre-operative tests you may need or to provide resources for your care after surgery. Synced Care may disclose your PHI to your physician or other health care providers involved in your care.

Health Care Operations: Synced Care may use and disclose PHI in performing business activities that are considered “health care operations,” such as quality assessment and improvement activities and customer service. Health care operations also include such activities as arranging for medical review and audit activities, and business planning and development. Synced Care may use information to assess the care and outcomes in your case and others like it. The results will then be used to continually improve the quality of care for all



patients we serve. For example, we may combine health information about many patients to evaluate the need for new services or treatment. We may disclose information to health care providers for educational purposes. And we may combine health information we have with that of other providers to see where we can make improvements. We may remove information that identifies you from this set of health information to protect your privacy.

We may also use and disclose health information:

- ◆ To remind you that you have an appointment for medical care or need to complete certain pre-operative activities;
- ◆ To assess your satisfaction with our services and the services your healthcare providers;
- ◆ To provide you with educational materials related to your surgery;
- ◆ To tell you about health-related benefits or services;
- ◆ For population based activities relating to improving health or reducing health care costs;
- ◆ For conducting training programs or reviewing competence of health care professionals; and
- ◆ To Medicaid eligibility database and the Children's Health Insurance Program eligibility database, as applicable.

When disclosing information, primarily appointment reminders, notices regarding pre-surgery authorizations or post-surgery care reminders, we may leave messages on your mobile device or answering machine/voice mail or post a message to you through the Synced Care app.

Business Associates: Synced Care may contract with individuals or entities known as Business Associates to perform various functions on Synced Care's behalf. In order to perform these functions or to provide these services, Business Associates may receive, create, maintain, use and/or disclose your PHI, but only after they agree in writing with us to implement appropriate safeguards. For example, Synced Care may disclose your PHI to a Business Associate to assist Synced Care in tailoring appointment reminder notifications for you, but only after the Business Associate enters into a Business Associate Agreement with us.

Individuals Involved in Your Care or Payment for Your Care: If you do not object after an opportunity to do so, or if you are incapacitated or it is an emergency situation, Synced Care may disclose to your family member, close friend, or any other person identified by you, PHI about you that is directly relevant to that person's involvement in your care. Synced Care may also use and disclose PHI necessary to notify these persons of your location, general condition, or death. State laws will vary, but in many states a teenage minor must consent to use or disclosure of PHI related to his or her mental health, chemical dependency, HIV/AIDS, or sexual health. Therefore, Synced Care may require the teenage minor's authorization before releasing PHI to anyone, including his or her parents.

Disaster Relief: Synced Care may share PHI about you with disaster relief agencies (for example, the Red Cross) for disaster relief purposes.

Appointment/Service Reminders: Synced Care may use your PHI to contact you to provide appointment reminders or information about treatment recommendations or other health-related benefits and services that may be of interest to you.

Required By Law: Synced Care may use and disclose PHI to the extent required by law. For example, Synced Care may disclose your PHI when required by public health disclosure laws.

Incidental Disclosures: Disclosures that are incidental to permitted or required uses or disclosures under HIPAA are permissible so long as Synced Care implements safeguards to avoid such disclosures and limits the PHI exposed through these incidental disclosures.



Personal Representatives: Synced Care may disclose your PHI to individuals authorized by you, or to an individual designated as your personal representative, so long as you provide us with a written notice/authorization and any supporting documents (i.e., power of attorney). We do not have to provide PHI to your personal representative if we reasonably believe that you have been or may be subject to abuse or neglect by such person, treating the person as your personal representative could endanger you, or, in the exercise of our professional judgment, it is not in your best interest to do so.

Public Health or Oversight Activities: Synced Care may use and disclose PHI to authorized persons to carry out certain activities related to public health. Synced Care may disclose PHI to a health oversight agency to monitor the health care system, government health care programs, and compliance with certain laws.

Abuse, Neglect, or Domestic Violence: Synced Care may disclose PHI in certain cases, when requested, to proper government authorities per a legal investigation if there is suspicion that a person has been a victim of domestic violence, abuse, or neglect.

Lawsuits and Other Legal Proceedings: Synced Care may disclose PHI when required by a court order, administrative agency order, subpoena, discovery request, or other lawful process, when efforts have been made to advise you of the disclosure or to obtain an order protecting the information requested.

Law Enforcement or to Avert a Serious Threat to Health or Safety: Under certain conditions, Synced Care may disclose PHI to law enforcement officials. We may use or disclose your PHI under limited circumstances when necessary to prevent a threat to the health or safety of a person or to the public.

Coroners, Medical Examiners, Funeral Directors: Synced Care may disclose PHI to a coroner or medical examiner to identify a deceased person and determine the cause of death or to funeral directors, as authorized by law, so that they may carry out their jobs.

Organ and Tissue Donation: If you are an organ donor, Synced Care may use or disclose PHI to facilitate an organ, eye, or tissue donation and transplantation.

Research: Synced Care may use or disclose PHI about you for research purposes under certain limited circumstances, such as when individual identifiers have been removed from the PHI or when protocols have been established to ensure the privacy of the information and an institutional review board has approved the research.

Specialized Government Functions: Under certain conditions, Synced Care may disclose PHI for military activities, for national security, or for other specialized government functions.

Disclosures Required by HIPAA Privacy Rule: Synced Care is required to disclose PHI to the Secretary of the United States Department of Health and Human Services when requested by the Secretary to review our compliance with the HIPAA Privacy Rule.

Other Uses and Disclosures: All other uses and disclosures of your PHI, including disclosures that constitute the sale of protected health information or for marketing communications paid for by a third party (excluding refill reminders, which the law permits without your authorization), will be made only with your written permission. If you have given written permission to use or disclose your PHI, you may later take back (“revoke”) your written permission at any time. Once Synced Care receives your revocation, it will be effective only for future uses and disclosures. A revocation will not affect uses and disclosures Synced Care made before it received such revocation.



Except for treatment purposes, the amount of health information used, disclosed or requested will be restricted to the minimum necessary to accomplish the intended purposes, as defined by HIPAA.

III. Your Rights Regarding Protected Health Information About You

Under federal law, you have the following rights regarding your PHI:

Right to Request Restrictions: You have the right to request additional restrictions on use of your PHI for treatment, payment and health care operations, except for uses or disclosures required by law. You also have the right to request restrictions on disclosure of your PHI to individuals involved in your care. *Synced Care is not required to agree to your request*, except in cases where you have paid for a service in full out-of-pocket and the disclosure is to a health plan for purposes of payment or health care operations. If Synced Care agrees, we will honor the request until you revoke it or we notify you. Synced Care may also disclose PHI about you if you need emergency treatment, even if Synced Care has agreed to a restriction.

To request restrictions, send a written request to our Privacy Officer. Your request must indicate what information you want to limit, whether you want to limit use or disclosure or both, and to whom you want the limits to apply.

Right to Receive Confidential Communications: If you tell Synced Care that disclosure of your PHI could endanger you, you have the right to request in writing that Synced Care communicate your PHI to you in a certain manner or at a certain location. For example, you may request that Synced Care contact you at home, rather than at work. Synced Care is required to meet only *reasonable* requests.

To request confidential communications, send a written request to our Privacy Officer. Your request must specify how or where you wish to be contacted.

Right to Inspect and Copy: You may request the opportunity to inspect and receive a copy of your PHI in a “designated record set.” This may include medical and billing records maintained by us. Synced Care may provide you with a summary or explanation of the information instead of access to or copies of your PHI, if you agree in advance and pay any applicable fees. Synced Care may charge you reasonable fees for the cost of providing a copy. You may request an electronic copy of your health information if it is maintained in an electronic health record. You may also request that such electronic health information be sent to another entity or person, so long as that request is clear, conspicuous and specific. Any charge that is assessed to you for these copies must be reasonable and based on Synced Care’s cost.

To make arrangements to inspect or receive a copy of your PHI, send your written request to the Privacy Officer.

Right to Amend: You have the right to request that Synced Care amend your PHI if you give an appropriate reason for the request. Synced Care may deny your request if the PHI is accurate and complete, was not created by Synced Care (unless the person or entity that created the information is no longer available), is not part of a designated record set or is not available for inspection (e.g., psychotherapy notes or information compiled for civil, criminal, or administrative proceedings), or is not part of the information kept by or for Synced Care.

To request an amendment to your PHI, send a written request to the Privacy Officer and specify the reason for the amendment. If your request is denied, you can file a statement of disagreement and your statement will be included in any future disclosures of the disputed PHI.



Right to Receive an Accounting of Disclosures: You have the right to request an “accounting” of certain disclosures that Synced Care has made of your PHI. This is a list of disclosures during a specified period of up to six years, *other than* disclosures made for treatment, payment, and health care operations; to family members or friends involved in your care; to you directly; pursuant to an authorization of you or your personal representative; for certain notification purposes (including national security, intelligence, and law enforcement purposes); of a “limited data set” in compliance with Synced Care’ policies and procedures for this kind of data; or incidental to otherwise permitted or required uses and disclosures. The first list you request in a 12-month period will be free, but you may be charged for the reasonable costs of providing additional lists in the same 12-month period. Synced Care will tell you about these costs, and you may choose to cancel your request at any time before costs are incurred.

To request an accounting, send a written request to our Privacy Officer. Your request must state the period of time you wish for the accounting to cover (no more than six years prior) and in what form you want to receive the accounting (paper or electronic).

Right to be Notified of a Breach: You have the right to be notified if Synced Care or a Business Associate of Synced Care discovers a breach of your unsecured PHI.

Right to a 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. Even if you have agreed to receive this notice electronically, you are still entitled to a paper copy of this notice.

IV. Complaints

If you believe your privacy rights have been violated, you may file a complaint with Synced Care. To file a complaint, please contact our Privacy Officer. HIPAA specifically prohibits Synced Care from retaliating or taking action against you for filing a complaint. You may also file a complaint directly with the Secretary of the United States Department of Health and Human Services.

V. Privacy Operations Officer and Privacy Officer Contact Information

If you have questions, you may contact our Privacy Officer at the following:

Privacy Officer:

Name: Caroline Popper, MD

Address: 2 Greenway Plaza, Ste 910, Houston, TX

Phone number: 713-795-0105

Email address: cpopper@syncedcare.com

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