

Rapid Care at Home, PLLC

Notice of Privacy Practices

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

Rapid Care at Home, PLLC is committed to protecting the privacy and confidentiality of your Protected Health Information (PHI). Federal law, including the Health Insurance Portability and Accountability Act of 1996 (HIPAA), requires us to maintain the privacy of your health information, provide you with this Notice of Privacy Practices, and abide by the terms of this notice.

Our Responsibilities

We are required by law to:

- Maintain the privacy and security of your protected health information.
- Provide you with this Notice of Privacy Practices.
- Notify you if a breach occurs that may have compromised the privacy or security of your information.
- Follow the duties and privacy practices described in this notice.

We reserve the right to change this notice at any time. Any revised notice will apply to all health information we maintain and will be available in our office and on our website.

How We May Use and Disclose Your Health Information

Treatment

We may use and disclose your health information to provide, coordinate, or manage your medical care. This includes sharing information with physicians, specialists, hospitals, laboratories, pharmacies, imaging centers, home health agencies, and other healthcare providers involved in your care.

Payment

We may use or disclose your information to obtain payment for services provided. This includes billing insurance companies, Medicare, Medicaid, workers' compensation, or other responsible parties.

Health Care Operations

We may use your information for activities necessary to operate our practice, including:

- Quality improvement
- Staff training
- Credentialing
- Compliance activities
- Audits
- Risk management
- Licensing
- Business planning

Appointment Reminders

We may contact you regarding appointments by telephone, voicemail, text message, email, mail, or the patient portal unless you request otherwise.

Treatment Alternatives and Health-Related Benefits

We may contact you regarding treatment options, preventive care, wellness programs, or services that may benefit your health.

Individuals Involved in Your Care

Unless you object, we may share relevant medical information with family members, caregivers, or others involved in your care or payment for your care.

Public Health Activities

We may disclose your information when required by law for:

- Disease reporting
- Public health investigations
- FDA reporting
- Abuse or neglect reporting
- Communicable disease control

Required by Law

We will disclose information when required by federal, state, or local law.

Law Enforcement

We may disclose information when legally required for law enforcement purposes, court orders, subpoenas, warrants, or other legal proceedings.

Research

Certain disclosures may be made for approved research projects as permitted under HIPAA.

Organ and Tissue Donation

We may disclose information to organizations involved in organ procurement or transplantation.

Workers' Compensation

We may disclose information as authorized by workers' compensation laws.

Business Associates

We work with vendors who perform services for our practice (such as billing companies, electronic medical record vendors, IT providers, and consultants). These entities are required by law and contract to safeguard your information.

Uses That Require Your Written Authorization

Except as otherwise permitted by law, we will obtain your written authorization before:

- Releasing psychotherapy notes (when applicable)
- Using your information for marketing purposes
- Selling your health information
- Other uses not otherwise described in this notice

You may revoke your authorization at any time in writing, except where action has already been taken.

Your Rights Regarding Your Health Information

You have the right to:

Request Restrictions

Ask us not to use or disclose certain information for treatment, payment, or operations. We are not required to agree except where required by law.

Request Confidential Communications

Request that we contact you by a specific method (such as cell phone only) or at an alternate location.

Inspect and Obtain Copies

Request to inspect or receive copies of your medical records, subject to limited exceptions allowed by law.

Request an Amendment

If you believe information in your medical record is incorrect or incomplete, you may request that it be amended. Amendment request forms are available at our office and on our website. We will review your request and respond as required by law.

Receive an Accounting of Disclosures

Request a list of certain disclosures made outside of treatment, payment, and healthcare operations.

Receive a Paper Copy

You may request a paper copy of this notice at any time, even if you previously agreed to receive it electronically.

Patient Portal

Rapid Care at Home offers access to the healow Patient Portal for eligible patients.

Although we strive to maintain reliable portal access, technical issues may occasionally occur. If you experience difficulty accessing your account after activation, please contact our office. Staff may assist with troubleshooting and, when appropriate, submit a support request to our electronic health record vendor (eClinicalWorks).

Please do not use the patient portal for urgent medical concerns or emergencies.

Patient Portal (healow) & Medical Records Information

Thank you for choosing **Rapid Care at Home**. We are committed to providing you with convenient access to your health information while protecting your privacy.

healow Patient Portal

The **healow Patient Portal** allows you to:

- View portions of your medical record
- Review laboratory and diagnostic results once released by your provider
- Request prescription refills
- View upcoming appointments
- Securely communicate with our office regarding non-urgent matters

Important Information About healow

- Portal access is available only after your account has been activated.
 - Although we strive to provide uninterrupted access, **healow may not always function properly due to technical issues.**
 - If your portal has already been activated but you are unable to log in or experience other technical difficulties, **please contact our office.**
 - Our staff can troubleshoot basic issues and, if necessary, submit a support ticket with **eClinicalWorks** for additional assistance.
 - Please allow adequate time for technical issues to be investigated and resolved.
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Requesting Changes to Your Medical Record

If you believe information contained in your medical record is inaccurate or incomplete, you have the right to request an amendment.

A **Request for Amendment/Change to Medical Record** form is available:

- At our office during normal business hours, or
- On our website for you to print and complete.

Completed forms may be returned to our office for review. Requests are evaluated in accordance with HIPAA and applicable federal and state regulations. Submission of a request does not guarantee that an amendment will be approved.

Medical Records Requests

You may request a copy of your medical records by completing the appropriate

authorization form.

Please allow adequate processing time for all medical record requests.

Prescription Refills

- Please request prescription refills before your medication runs out.
 - Allow at least **48–72 business hours** for routine refill requests.
 - Some medications require an appointment before they can be refilled.
 - Controlled substances are prescribed in accordance with federal and state regulations.
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Office Communication

Please contact our office for:

- Questions regarding your medical care
- Portal access assistance
- Medical record requests
- Appointment scheduling or changes
- Billing questions

For medical emergencies, call 911 or go to the nearest emergency room.

Do **not** use the patient portal or email for urgent or emergency medical concerns.

Privacy

Rapid Care at Home is committed to protecting your personal health information. Our Notice of Privacy Practices and Website Privacy Policy explain how your information is collected, used, and protected in accordance with the Health Insurance Portability and Accountability Act (HIPAA). Copies are available in our office and on our website.

Need Assistance?

If you have questions regarding:

- healow Patient Portal
- Medical records
- Medical record amendment requests
- Portal login issues
- General office services

Please contact **Rapid Care at Home** during normal business hours. Our staff is happy to assist you.

Our Legal Duties

We are required to:

- Maintain the privacy of your PHI.
- Provide you with this Notice.
- Notify affected individuals following certain breaches of unsecured protected health information.
- Comply with all applicable HIPAA Privacy, Security, and Breach Notification Rules.

Complaints

If you believe your privacy rights have been violated, you may file a complaint with:

Privacy Officer

Rapid Care at Home, PLLC

Phone: ____602-368-4868____

Email: ____rapidcareathome@gmail.com____

Mailing Address: 4120 N 108th Ave #120 Phoenix, AZ 85037

You may also file a complaint with:

U.S. Department of Health and Human Services

Office for Civil Rights

Filing a complaint will not affect your care or result in retaliation.

Contact Information

Rapid Care at Home, PLLC

Phone: ____602-368-4868____

Fax: ____855-618-2271____

Website: ____www.rapidcareathome.com____

Office Address: 4120 N 108th Ave #120 Phoenix, AZ 85037