



NOTICE OF PRIVACY PRACTICES

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Ibis Healthcare, Inc. is committed to protecting your privacy and developing technology that gives you the most powerful and safe online experience. This Statement of Privacy applies to the Ibis Healthcare, Inc. website and governs data collection and usage. By using the Ibis Healthcare, Inc. website, you consent to the data practices described in this statement.

COLLECTION OF YOUR PERSONAL INFORMATION

Ibis Healthcare, Inc. collects personally identifiable information, such as your e-mail address, name, home or work address or telephone number. Ibis Healthcare, Inc. also collects anonymous demographic information, which is not unique to you, such as your ZIP code, age, gender, preferences, interests and favorites.

There is also information about your computer hardware and software that is automatically collected by Ibis Healthcare, Inc. This information can include: your IP address, browser type, domain names, access times and referring website addresses. This information is used by Ibis Healthcare, Inc. for the operation of the service, to maintain quality of the service, and to provide general statistics regarding use of the Ibis Healthcare, Inc. website.

Please keep in mind that if you directly disclose personally identifiable information or personally sensitive data through Ibis Healthcare, Inc. public message boards, this information may be collected and used by others. Note: Ibis Healthcare, Inc. does not read any of your private online communications.

Ibis Healthcare, Inc. encourages you to review the privacy statements of websites you choose to link to from Ibis Healthcare, Inc. so that you can understand how those websites collect, use and share your information. Ibis Healthcare, Inc. is not responsible for the privacy statements or other content on websites outside of Ibis Healthcare, Inc. and Ibis Healthcare, Inc. family of websites.

USE OF YOUR PERSONAL INFORMATION

Ibis Healthcare, Inc. collects and uses your personal information to operate the Ibis Healthcare, Inc. website and deliver the services you have requested. Ibis Healthcare, Inc. also uses your personal identifiable information to inform you of other products or services available from Ibis Healthcare, Inc. and its affiliates. Ibis Healthcare, Inc. may also contact you via surveys to conduct research regarding your opinion of current services or of potential new services that may be offered.

Ibis Healthcare, Inc. does not sell, rent or lease its patient lists to third parties. Ibis Healthcare, Inc. may, from time to time, contact you on behalf of external business partners about a particular offering that may be of interest to you. In those cases, your unique personal identifiable information (e-mail, name, address, telephone number) is not transferred to the third party. In addition, Ibis Healthcare, Inc. may share data with trusted partners to help us perform statistical analysis, send you email or postal mail, provide customer support, or arrange deliveries. All such third parties are prohibited from using your personal information except to provide these services to Ibis Healthcare, Inc., and they are required to maintain the confidentiality of your information.

Ibis Healthcare, Inc. does not use or disclose sensitive personal information, such as race, religion, or political affiliations, without your explicit consent.



Ibis Healthcare, Inc. keeps track of the website and pages our patients visit within Ibis Healthcare, Inc., in order to determine what Ibis Healthcare, Inc. services are the most popular. This data is used to deliver customized content and advertising within Ibis Healthcare, Inc. to patients who indicate that they are interested in a particular subject area.

Ibis Healthcare, Inc. website will disclose your personal information, without notice, only if required to do so by law or in the good faith belief that such action is necessary to: (a) conform to the edicts of the law or comply with legal process served on Ibis Healthcare, Inc. or the site; (b) protect and defend the rights or property of Ibis Healthcare, Inc.; and, (c) act under exigent circumstances to protect the personal safety of users of Ibis Healthcare, Inc., or the public.

USE OF COOKIES

The Ibis Healthcare, Inc. website use “cookies” to help you personalize your online experience. A cookie is a text file that is placed on your hard disk by a web page server. Cookies cannot be used to run programs or deliver viruses to your computer. Cookies are uniquely assigned to you and can only be read by a web server in the domain that issued the cookie to you.

One of the primary purposes of cookies is to provide a convenience feature to save you time. The purpose of a cookie is to tell the web server that you have returned to a specific page. For example, if you personalize Ibis Healthcare, Inc. pages, or register with Ibis Healthcare, Inc. site or services, a cookie helps Ibis Healthcare, Inc. to recall your specific information on subsequent visits. This simplifies the process of recording your personal information, such as billing addresses, shipping addresses, and so on. When you return to the same Ibis Healthcare, Inc. website, the information you previously provided can be retrieved, so you can easily use the Ibis Healthcare, Inc. features that you customized.

You have the ability to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. If you choose to decline cookies, you may not be able to fully experience the interactive features of the Ibis Healthcare, Inc. services or websites you visit.

SECURITY OF YOUR PERSONAL INFORMATION

Ibis Healthcare, Inc. secures your personal information from unauthorized access, use or disclosure. Ibis Healthcare, Inc. secures the personal identifiable information you provide on computer servers in a controlled, secure environment, protected from unauthorized access, use or disclosure. When personal information (such as a credit card number) is transmitted to other websites, it is protected through the use of encryption, such as the Secure Socket Layer (SSL) protocol.

CHANGES TO THIS STATEMENT

Ibis Healthcare, Inc. will occasionally update this Notice of Privacy Practices to reflect company and patient feedback. Ibis Healthcare, Inc. encourages you to periodically review this Notice to be informed of how Ibis Healthcare, Inc. is protecting your information.

This notice describes how medical information about you that is protected under the Health Insurance Portability and Accountability Act of 1998, “HIPAA,” may be used and disclosed and how you can get access to this information.



Ibis Healthcare, Inc. is required by law to maintain the privacy of protected health information. We are also required to provide you with a notice of our legal duties and privacy practices with respect to protected health information. This Notice of Privacy Practices describes how we may use and disclose protected health information, individual rights with respect to the information and how an individual may exercise their rights. This Notice will also serve as Ibis Healthcare's legal duty with respect to the information and how we are required by law to maintain the privacy of an individual's protected health information.

Ibis Healthcare, Inc. is required to follow the terms of this Notice, and we are committed to protecting, not using, or disclosing your protected health information without your written permissions, except as described in this notice. We reserve the right to update, and change our practices and this Notice, as well as to make a new Notice effective for all protected health information we maintain. Upon request we will provide you with a revised Notice.

YOUR RIGHTS

Under HIPAA, individuals have the right to:

- A copy of your paper or electronic medical records or test results.
- Correct your paper or electronic medical record.
- Request confidential communication.
- Ask us to limit the information we share.
- Obtain a list of those with whom we've shared your information.
- Obtain a copy of this privacy notice.
- Receive breach notifications.
- Choose someone to act for you.
- File a complaint, with no repercussion, if you believe your privacy rights have been violated.

YOUR CHOICES

You have some choices in the way that we, Ibis Healthcare, Inc., use and share information as we:

- Tell family and friends about your information
- Provide disaster relief
- Market our services
- Communication Methods:
 - Ibis Healthcare, Inc. uses a variety of electronic communication methods including phone, text messages and e-mail to communicate with you for the limited purposes of appointments, available services and other healthcare related services that may be of interest to you. Ibis Healthcare, Inc. uses an approved communication method/specific product of our choice. Ibis Healthcare, Inc. will disclose limited protected health information to other persons who may answer your electronic communications such as phone, text messages, or e-mail. These may include information about appointments, available services or other healthcare related services.
 - You will choose your communication preferences at the time of your admission to one of our programs. If you choose to opt-out of any communication preferences that you selected at a later date, you may exercise your opt-out option or to revoke a previous opt

out request, you will need to provide your name and date of birth and use either of the following methods:

- Call us at 813-384-4000
 - Send your opt-out request to us in writing to:
 - Ibis Healthcare, Inc. Attn: Privacy Officer 5707 N. 22nd St., Tampa, FL 33610
- In the case of fundraising:
 - We may contact you for fundraising efforts, but you can direct us not to contact you again.

OUR USES AND DISCLOSURES

How we, Ibis Healthcare, Inc., can use and share your information, through how we:

- Treat you.
- Run our organization.
- Bill or collect for services rendered
- Help with public health and safety issues
- Do research.
- Comply with the law.
- Work with medical examiners or funeral directors.
- Address workers' compensation, law enforcement, and other governmental requests.
- Respond to lawsuits and legal actions.
- De-identified information.

More detailed information on each of these areas follows.

Your Rights

When it comes to your protected health information, you have certain rights. This section explains said rights and what steps you can take to enact those rights.

A copy of your paper or electronic medical records or test results.

- You can ask to see or obtain an electronic or paper copy of your medical records and any other health information we have.
- To do this, use our "contact us" services.
- We will provide a copy or summary of your health information in a timely manner, usually within 30 days of your request.

Correct your paper or electronic medical record.

- You can ask us to correct any health information about you that you think is incorrect or incomplete.
- To do this, use our "contact us" services to begin the process.
- We have the ability to say "no" to your request, but will tell you why, in writing, within 60 days.

Request confidential communication.

- You can ask us to contact you in a preferred method, such as phone, video, email.
- You can also request a change in mailing address.
- We can accept requests within reason.

Ask us to limit the information we share.

- You can ask us not to share certain health information for treatment, payment, or our operations.
- We are not required to agree to your request if it would affect your treatment and care, or a law requires us to share said information.
- If you pay for a service or health care item “out-of-pocket” in full, you can ask us not to share that information for the purpose of payment or our operations with your health insurer. We will say yes, unless a law requires us to share that information.

Obtain a list of those with whom we’ve shared your information.

- You can ask for a list of accounting of the times we’ve shared your health information within the previous six years prior to the date you ask, containing information on who we shared the health information with, and why.
- We will include all the disclosures except for those about treatment, payment, and health care operations, as well as certain other disclosures.

Get a copy of this privacy notice.

- You can ask for a paper copy of this notice at any time, event if you have agreed to receive the notice electronically. We will provide a paper copy promptly.

Choose someone to act for you.

- If you have given someone medical power of attorney or if someone is your legal guardian, that person can exercise your rights and make choices about your health information.
- We will make sure the person has this authority/legal documents and can act for you before we take action, *however, if you are enrolled in a Substance Use Disorder program we will never share your information unless you give us written permission.*

File a complaint, with no repercussion, if you believe your privacy rights have been violated.

- You may file a complaint if you feel we have violated your rights by contacting us using our “contact us” services.
- You can file a complaint with the U.S. Department of Health and Human services, and upon request, we will provide you with the address to file a complaint.
- We will not retaliate against you for filing a complaint.

Your Choices

If you have a clear preference for how we share your information, please inform us and tell us what you want us to do, and what you would like to keep confidential in regard to sharing information with:

- Friends
- Family

We may also share your information when needed to lessen a serious and/or imminent threat to health or safety.

In the following cases we will never share your information unless you give us written permission:

- Marketing Purposes

Our Uses and Disclosures

**If you are enrolled in a Substance Use Disorder program, we will never share your information unless you give us written permission.*

*Treat you.

- We can use your health information and share it with other health professionals who are treating you.

*Run our organization.

- We can use and share your health information to run our practice, improve your care and contact you when necessary.

*Bill or collect for services rendered to you

- We can use and share your health information to bill and obtain payment from health plans or other entities.

Help with public health and safety issues

- Very limited health information about you for certain situations can be shared, such as:
 - Preventing disease
 - Helping with product recalls
 - Reporting adverse reactions to medications
 - Reporting suspected child abuse or neglect
 - Preventing or reducing a serious threat to anyone's health or safety
 - To emergency or medical personnel so they can treat you in a medical emergency

Do research.

- We can use and share your information for research purposes in improving your care, experience, and treatment.

Comply with the law.

- We will share information about you when state or federal law requires it, including with the Department of Health and Human Services if they request verification that we are in compliance with federal privacy law.

Work with medical examiners or funeral directors.

- We can share health information with a coroner, medical examiner, or funeral director when an individual dies.

Address workers' compensation, law enforcement, and other governmental requests.

- *We can share health information about you in regard to workers' compensation claims.
- *For law enforcement purposes or with a law enforcement official
- With health oversight agencies for activities authorized by law



- For special government functions such as military, national security, and presidential protective services.

Respond to lawsuits and legal actions.

- We can share health information about you in response to a court or *administrative order, or in response to a *subpoena.

Respond to organ and tissue donation requests

- *We can share health information about you with organ procurement organizations.

Government agencies providing benefits or services

- *We can share health information with other government agencies or programs that provide similar services or benefits to you if the release is necessary to coordinate the delivery of your services or benefits or improves our ability to administer or manage the program.

De-Identified Information

- We may use and disclose de-identified information, which is health information that does not contain certain identifying information thereby making it unlikely that you could be identified.

Other ways we use or share your health information

- We are allowed or required to share your information in the course of certain investigations, determining eligibility, and in other ways— usually in ways that contribute to the public good, such as public health and research. We have to meet many conditions in the law before we can share your information for these purposes and must only share the minimum amount of information necessary for the approved purpose.
- For more information see:
www.hhs.gov/ocr/privacy/hipaa/understanding/consumers.index.html
- Ibis Healthcare will participate in and share limited protected health information with the Florida Health Information Exchange (HIE) Services Organization

Other Uses and Disclosures

We need your written Authorization to Use and Disclose Protected Health Information for any purpose not described in this Notice, such as third-party marketing purposes or disclosures that would constitute the sale of PHI.

If you have signed an Authorization to Use and Disclose Protected Health Information, you may revoke your Authorization at any time by providing us with written notice. Once we receive your written notice to revoke your Authorization, we will no longer use or disclose your PHI for the reasons stated in your Authorization except to the extent that we have already acted in reliance on the Authorization.



Our Responsibilities

- We are required by law to maintain the privacy and security of your protected health information (PHI).
- We will let you know promptly if a breach occurs that may have compromised the privacy or security of your PHI.
- We must follow the duties and privacy practices described in this Notice and give you a copy of it if requested.
- We will not use or share your information other than as described here unless you tell us we can in writing. If you tell us we can, you may change your mind at any time. Let us know in writing if you change your mind.

For more information see: www.hhs.gov/ocr/privacy/hipaa/understanding/consumers/noticepp.html

Changes to the Terms of this Notice

We can change the terms of this Notice, and the changes will apply to all information we have about you. The new Notice will be available upon request, in our office, and on our website at: www.ibishealthcare.org

This Notice of Privacy Practices applies to the following organizations:

Ibis Healthcare, Inc., their Business Associates and Subcontractors.

If you feel your privacy rights have been violated, or you disagree with a decision we made about your protected health information (PHI), you may file a complaint with the Secretary of the U. S. Department of Health and Human Services and/or the Department of Children and Families and/or Ibis Healthcare, Inc. by contacting the agencies at the addresses below. No retaliatory action will be taken against you for filing a complaint.

Ibis Healthcare, Inc.
HIPAA Privacy Officer
5707 N. 22nd Street
Tampa, FL 33610
Phone: (813) 239-8279
FAX: (813) 239-8397
Website:
www.ibishealthcare.org

**The Department of Children and Families
Office of Civil Rights**
HIPAA Privacy Officer
1317 Winewood Blvd., Bldg. 1, Room 110
Tallahassee, FL 32399-0700
Phone: (850) 487-1901
FAX: (850) 921-8470
Website: www.myfloridafamilies.com/hipaa

**U. S. Department of Health
and Human Services**
Sam Nunn Atlanta Federal Center,
Suite 16T70
61 Forsyth Street, S. W.
Atlanta, GA 30303-8909
Voice Phone: (404) 562-7859
FAX: (404) 562-7881
TDD: (404) 562-7884

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