

THE OWL PHARMACIES & HOME MEDICAL

NOTICE OF PRIVACY PRACTICES

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

The Owl Pharmacies and Home Medical maintain a practice of privacy. As health service professionals entrusted with your health information, we respect the privacy of our customers and are committed to confidentiality and security.

This business is required to follow the terms of this Notice of Privacy Practices (Notice) to maintain the privacy of your Protected Health Information (PHI). PHI is considered to be your medical records and other health information that identifies you. This Notice describes how we may use PHI to carry out treatment, payment or health care operations, and for other specified purposes that are permitted or required by law. We will not disclose PHI about you without your written authorization, except as described in this Notice. We reserve the right to change our practices and this Notice and to make any new Notice effective for all PHI we maintain. Upon request, we will provide any revised Notice to you.

Uses of your information that are permitted by law are for the purposes of treatment, payment, and health care operations. Treatment would include providing necessary utilization review when dispensing prescriptions, contacting your physician to obtain authorizations and to discuss questions about your medications or medical equipment/supplies. We are also permitted to use and disclose your PHI to submit claims and obtain payment for prescriptions, medical supplies, medical equipment or services rendered. Health care operations include business aspects such as planning, auditing, financial analysis, and customer service.

We may also use your PHI without your authorization to provide you with refill reminders and information about alternatives to medications or services rendered through our business. We may release information to a family member or others who are involved in your medical care, to avert a serious threat to the health and safety of yourself or others, for law enforcement purposes or in response to a subpoena. Whenever anyone receives PHI on your behalf we will provide only the minimum necessary to insure your quality of care. It is our policy not to reveal PHI for marketing purposes.

You have the right to request restrictions on certain uses and disclosures, including any group of persons or person identified by you. You may request a copy of your PHI, amend your PHI, or receive a list of disclosures of your PHI by presenting a written request. If you believe your privacy rights have been violated, you can file a written complaint with the Owl Pharmacies privacy officer or with the Secretary of Health and Human Services.

We continually strive to maintain complete and accurate information. Should you ever believe that our records contain inaccurate information about you or would like additional information about the privacy practices, please notify the privacy officer at 208 743-5528.

The Owl Pharmacies and Home Medical are committed to the security of your PHI. All of our operational and data processing systems are in a secure environment that protects your information from being accessed by unauthorized parties. The electronic transmission of your claims are encrypted. Employees who have access to PHI are trained on our privacy practices.

This Notice is effective as of April 14, 2003.