

**THIS NOTICE DESCRIBES HOW MEDICAL INFORMATION ABOUT YOU
MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION**

PLEASE CAREFULLY REVIEW THE FULL NOTICE OF PRIVACY PRACTICES BELOW

MedPro Rx, Inc. is required, under a federal regulation known as the “HIPAA Privacy Rule,” to maintain the privacy of Protected Health Information (PHI) and to provide our respected customers with details of our legal duties and privacy practices concerning PHI. PHI is information which identifies you and relates to your past, present, or future physical or mental health or condition and related health care services. This Notice of Privacy Practices (Notice) explains how we may use and disclose PHI to provide treatment, payment or health care operations and for other purposes as permitted or required by law. Also, this Notice describes your rights with respect to PHI about you.

MedPro Rx, Inc. is obligated to follow the terms described in this Notice. We will not use or disclose PHI about you without your written authorization, except as described in this Notice. MedPro Rx, Inc. reserves the right to alter our privacy practices and apply these revisions to PHI previously created or retained. MedPro Rx, Inc. will promptly provide to you a revised copy of this Notice whenever it makes material changes. We want you to know that this enforcement and its amendments will not change the value of service you have always received from MedPro Rx, Inc. We have continually upheld our own strict policies and procedures regarding PHI about you.

- 1. Use and Disclosure of Protected Health Information (PHI).** The following are descriptions and examples of how MedPro Rx, Inc. will use and disclose PHI:

We will use PHI for treatment. We may use and disclose PHI about you to provide, coordinate and/or manage your health care services. *Example: Information that you or your physician provides to the pharmacist will be used to properly fill your prescription. We will document in your record information related to both the medication(s) dispensed to you as well as the services provided.*

We will use PHI for payment. We may give PHI about you or others to bill and collect payment for treatment provided to you. *Example: We contact your insurer or pharmacy benefit manager to determine payment for your prescription/services and the amount of your co-payment, out-of-pocket, co-insurance and/or deductible. We bill you or your third-party payer for the cost of the prescription medication dispensed to you. The information on the accompanying bill may include information that identifies you, as well as the medications that you are taking.*

We will use PHI for health care operations. We may use and disclose PHI in performing business activities. *Example: The pharmacy may use information in your health care record to monitor the performance of the pharmacists providing treatment to you. This information may be used for a number of reasons, including our effort to continually improve the quality and effectiveness of the health care and services we provide.*

We also are likely to use or disclose PHI for the following purposes without your authorization, unless specifically noted:

Business Associates. There are some services provided through contracts with Business Associates. When these services are contracted for, we may disclose PHI about you so they can perform the job we have contracted with them to perform and bill you or third-party payer for services rendered. In order to protect your PHI, we require the business associate to appropriately safeguard the information.

Communications with individuals involved in your care or payment for your care. Health professionals such as pharmacists, using their professional judgment, may disclose to a member of your family, other relative, close personal friend or any person you identify, PHI relevant to the person’s involvement in your care or payment related to care.

Health-Related Communications. We may contact you to provide refill reminders or information about treatment alternatives or other health-related benefits, products, providers and services that may interest you. However, MedPro Rx, Inc. is prohibited from selling PHI without your express written authorization. MedPro will not use your PHI in any fundraising activities and/or communications. If MedPro Rx, Inc. wishes to use your PHI in any such activities, you will be given the opportunity to opt out of any of these activities/communications prior to any disclosure of PHI.

Food and Drug Administration (FDA). We may disclose to the FDA, or persons under the jurisdiction of the FDA, PHI relative to adverse events with respect to drugs, foods, supplements, products and product defects, or post-marketing surveillance information to enable product recalls, repairs, or replacements.

Workers’ Compensation. We may disclose PHI about you as authorized by and as necessary to comply with laws relating to workers’ compensation.

Public Health. We may disclose PHI about you to public health or legal authorities charged with preventing or controlling disease, injury or disability. We also may disclose PHI to law enforcement authorities in order to stop a threat to the health and/or safety of a person or the public.

Law Enforcement. We may disclose PHI about you for law enforcement purposes, as required by law or in response to a valid subpoena or other legal process. We may also disclose information to law enforcement personnel to report a crime that takes place at a pharmacy.

As required by law. We must disclose PHI about you when required by law.

Reporting of victims. We may disclose PHI in order to report abuse, neglect, or domestic violence.

Health care oversight activities. We may disclose PHI to an oversight agency for activities authorized by law. These oversight activities include audits, investigations, and inspections, as necessary for our licensure and for the government to monitor the health care system, government programs, and compliance with civil rights laws.

Judicial and administrative proceeding. If you are involved in a lawsuit or a dispute, we may disclose PHI about you in response to a court or administrative order. We may also disclose PHI about you in response to a subpoena, discovery request, or other lawful process by someone else involved in the dispute, but only if efforts have been made to tell you about the request or to obtain an order protecting the requested PHI.

Research. We may disclose PHI about you to researchers when an institutional review board that has reviewed the research proposal and established protocols to ensure the privacy of your information has approved their research. MedPro Rx, Inc. is not allowed to receive any money or other thing of value in connection with the use or disclosure of your PHI for research purposes unless the money we receive reflects the costs to prepare and transmit the medical information to the researcher or unless we seek written authorization in advance. Using or disclosing genetic information for underwriting purpose is strictly prohibited by law.

Coroners, medical examiners and funeral directors. We may release PHI about you to a coroner or medical examiner. This may be necessary, for example, to identify a deceased person or determine the cause of death. We may disclose PHI to funeral directors consistent with applicable law to carry out their duties.

Organ and tissue procurement organizations. Consistent with applicable law, we may disclose PHI about you to organ procurement organizations or other entities engaged in the procurement, banking, or transplantation of organs for the purpose of tissue donation and transplant.

Specialized Government Functions. We may disclose PHI about you for specific government functions. As an example, we may disclose PHI about you if it relates to military or veterans' activities, national security and intelligence activities, protective services for the President, and medical suitability or determination of the Department of State.

Emergencies. We may share with a public or private agency (for example, the American Red Cross) PHI about you for disaster relief purposes. Even if you object, we still may share the PHI about you if necessary under emergency circumstances.

Notification. Unless you object, we may use or disclose PHI to notify or assist in notifying a family member, personal representative, or another person responsible for your care, your location, and your general condition.

Correctional institution. If you are or become an inmate of a correctional institution, we may disclose PHI to the institution or its agents when necessary for your health or the health and safety of others.

2. **North Carolina State Law.** If you receive services in North Carolina, some state laws provide you more protection than HIPAA, and where applicable, we will follow the requirements of those State laws.
3. **Prescription orders on file at our pharmacy are confidential.** We will disclose such orders only to the following people, unless you have stated otherwise:
 - You, if you are an adult or a minor who can consent to the treatment described in the prescription;
 - Your guardian;
 - Your parent if you are a minor and cannot consent to the treatment described in the prescription;
 - Your physician;
 - Your pharmacist;
 - Your nurse;
 - A person to whom you give written authorization;
 - A person authorized by subpoena or a court's order;
 - Insurance companies or others who pay for your prescription;
 - Members and employees of the Board of Pharmacy;
 - People handling your estate;
 - Medical researchers.
4. **Other uses and disclosures of PHI.** MedPro Rx, Inc. will obtain written authorization before using and/or disclosing PHI for purposes other than those provided above or as otherwise permitted or required by law. You may revoke an authorization in writing at any time. Upon receipt of the written revocation, we will stop using or disclosing PHI about you, except to the extent that we have already taken action in reliance on the authorization.
5. **Your health information rights.** You have the following rights pertaining to your PHI:

Obtain a paper copy of the Notice upon request. You may request a paper copy of this Notice, or any revised notice, at any time by asking your MedPro Rx, Inc. pharmacist. You may also receive this notice electronically by visiting www.medprorx.com.

Request a restriction on certain uses and disclosures of PHI. You may request that MedPro Rx, Inc. not disclose your medical information to any persons or entities that may be responsible for paying all or any portion of the charges you incur while a patient of MedPro Rx, Inc. If you pay all of the charges out-of-pocket and in full at the time of the request, we are required to agree to your request. You have the right to request additional restrictions be placed on our disclosure or use of PHI about you by requesting those restrictions by contacting your MedPro Rx, Inc. pharmacist.

Inspect and obtain a copy of your PHI. You have the right to see a copy of PHI about you contained in a designated record set for as long as MedPro Rx, Inc. maintains PHI. This record usually will include both prescriptions and billing records. To receive a copy of PHI contained in MedPro's designated record set about you, contact MedPro Rx, Inc. at the address listed herein. If MedPro Rx, Inc. has all or any portion of your health information in an electronic format, you may request an electronic copy of those records or request that we send an electronic copy to any person or entity you designate in writing.

Request an amendment. If you feel that PHI we maintain about you is incomplete or incorrect, you may request that we amend it for as long as MedPro Rx, Inc. maintains the PHI. To request an amendment, contact MedPro Rx, Inc. at the address listed herein. You must include a reason that supports your request. In certain cases, we may deny your request for amendment. If MedPro Rx, Inc. denies your request for amendment for certain reasons, you have the right to file a statement of disagreement, and we may give rebuttal to our statement.

Request communications of PI by alternative means or at alternative locations. For instance, you may request that we contact you about medical matters only in writing or at a different residence. To request such a change, you must submit a request in writing of how and where you would like to be contacted to the address listed herein.

Receive and accounting of disclosures of PHI. You have the right to receive an accounting of the disclosures made of PHI about you for some purposes, not including treatment, payment or health care operations. This accounting will also exclude certain other disclosures, such as disclosures made directly to you, incidental disclosures, disclosures you authorize, disclosures to friends or family members involved in your care, and disclosures for notification purposes. To request an accounting disclosure, you must submit a request in writing to the address listed herein.

Health-Related Communications. You have the right to opt out of receiving any fundraising communication from MedPro Rx, Inc. In order to do so, you must notify your clinical pharmacist. Additionally, MedPro Rx, Inc. shall not sell your PHI without first communicating with you and receiving express written communication that it is alright to do so.

Breach. It is the duty of MedPro Rx, Inc. to notify affected individuals of any breach of unsecured PHI immediately.

For more information, to report a problem, to ask questions, or if you would like additional information, you may contact MedPro Rx, Inc. at:

MedPro Rx, Inc.
140 Northway Court
Raleigh, NC 27615
Phone: 1-888-571-3100
Fax: 1-800-582-9315

If you believe your privacy rights have been violated, you may file a complaint with Andy Clark, Privacy Officer at the address above, by phone as above or via secure e-mail at aclark@medprorx.com.

