

PRIVACY NOTICE

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.

GENERAL

Helms Home Care, LLC respects your confidentiality and privacy. We keep all learned information about you confidential. Our policies and procedures protect your personal health information (PHI). Additionally, there are state and federal laws that govern home health care and its services provided by agencies such as ours.

COLLECTION AND USE OF PERSONAL HEALTH INFORMATION (PHI)

To provide our services to you, we must collect personal information about you and your health care needs from you as well as from others, such as your insurance provider, your physician, the hospital, etc. We may also share information about you and your health care needs with members of our health care team, as well as with physicians, hospitals, other healthcare providers, people directly involved with your care, insurance companies, and so forth. Here are some examples of how we may use your personal health information:

- To communicate with your physician about your care to ensure that your care plan is kept up-to-date, and your needs are met.
- To share information about your care with your insurer or health plan to receive payment and authorization for your care.
- For review and learning purposes within our company to help ensure we are providing quality care.

For other disclosures not related to your treatment, payment to Helms Home Care, LLC, or our general health care operations, we must have your signature on a specific authorization form. For example, if you change physicians, we will need your authorization to release your records to your new doctor.

There are a few situations in which we may release information about your care without seeking your permission. These are all clearly defined in laws and government regulations, which we must abide by. For example:

- When a law enforcement official presents us with a subpoena, warrant or court order to see your records.
- When an accrediting body (like the Joint Commission on Accreditation of Healthcare Organizations or the Community Health Accreditation Program) asks to see your records to ensure that we are providing quality healthcare
- When a government regulatory agency or oversight board asks to see your records to ensure that we are conforming to laws and regulations, including the Health Insurance Portability and Accountability Act. (HIPAA).



CLIENT PRIVACY RIGHTS

You have the right:

- To know and view the information regarding your care in our files and to request copies of your medical chart. You must give us reasonable time to prepare for your visit to our office to see the records or to make copies of your information. If you cannot see the records personally, you may designate someone to do so, on your behalf.
- To request that certain people NOT have access to your personal health information. We ask that you provide this information to our staff.
- To ask us to amend information in our files that you think is incorrect or incomplete. You may request a form from us to do this. Please keep in mind that under some circumstances we may deny your request if the following applies:
 - We did not create the information.
 - The medical information is not maintained by us.
 - The information we have is considered accurate and complete.
- To request an accounting of any disclosures that you did not authorize. This is a list of any releases of your medical information that is not related to treatment, payment or Helms Home Care, LLC operations. It may also include releases to attorneys, law enforcement officials, and government agencies. To request a copy of this list, please contact your Staff or Nursing Supervisor or the Director of Nursing overseeing your case.

VISUAL IMAGES

Photographs, videotapes and digital or other images may need to be recorded to document your care. Helms Home Care, LLC retains ownership rights to these photographs, videotapes, and digital or other images. To ensure your complete privacy, these materials are stored in a secure manner. You have the right to view these images or to obtain copies. You must give us reasonable time to prepare for your visit to our office to view these materials or to make copies. If you cannot see them personally; you may designate someone to do so, on your behalf.

SMS COMMUNICATIONS (Text Messaging)

Helms Home Care may communicate with patients by text message (SMS) regarding the coordination and delivery of healthcare services. SMS communications may be used for:

- Scheduling visits and appointments
- Visit reminders, confirmations, changes, or cancellations
- Care coordination and service-related communications
- Supply or equipment-related updates
- Quality assurance and patient experience communications

Patients are informed during the referral process that Helms Home Care may contact them regarding their care. Helms Home Care generally attempts to contact patients by telephone first. If a patient cannot be reached by telephone, Helms Home Care may send a limited text message identifying Helms Home Care and requesting a return call or response. Initial text messages contain only the minimum information necessary to establish communication and do not include diagnoses, medication information, treatment details, or other sensitive clinical information.



By responding to a text message from Helms Home Care, patients consent to receive service-related SMS communications. Consent to receive text messages is voluntary and is not a condition of receiving healthcare services. Recipients may opt out of SMS communications at any time by replying **STOP** or request assistance by replying **HELP**. Message and data rates may apply. Helms Home Care does not use SMS messaging for advertising, solicitation, promotional campaigns, or marketing purposes and does not sell or share SMS consent information with third parties or affiliates for marketing purposes.

ELECTRONIC COMMUNICATIONS

As part of providing healthcare services, Helms Home Care may communicate electronically with physicians, pharmacies, hospitals, vendors, payors, and other healthcare providers involved in your treatment, payment, or healthcare operations. These communications may include information necessary to coordinate your care, obtain medications or supplies, process claims, meet regulatory requirements, or support other healthcare-related activities.

Helms Home Care utilizes secure organizational email accounts and appropriate safeguards to protect patient information. When protected health information (PHI) is transmitted outside of the Helms Home Care network, encryption and other security measures are used when appropriate. Electronic communications that are relevant to patient care, treatment, payment, healthcare operations, or other business purposes may be retained as part of Helms Home Care's business records and maintained in accordance with applicable record retention requirements. Communications relevant to a patient's care may be retained electronically as part of the patient's medical record.

While Helms Home Care takes reasonable measures to safeguard electronic communications, no method of electronic transmission can be guaranteed to be completely secure.

CHANGES TO THIS NOTICE

On occasion we may need to update or change this Privacy Notice. Copies of the updated Notice will be available in our local office. If you would like to receive another copy of this Notice, please ask your Staff or Nursing Supervisor at any time.

QUESTIONS

If you feel your privacy rights have been violated or if you have any questions or concerns regarding possible violations of your privacy, please contact Helms Home Care, LLC directly by calling **(704) 802-9625** or by e-mailing **compliance@helmshomecare.com**.

