

Our Commitment to Privacy

The appropriate collection, use and disclosure of client personal health information is fundamental to our day-to-day operations and to client care. Protecting the privacy and the confidentiality of client personal information is important to the nurse manager and staff at Caregivers 24/7. We strive to provide our clients with excellent in-home, non-medical care and service. Every member of Caregivers 24/7 team must abide by our commitment to privacy in the handling of personal information. This policy was last modified on the 1st day of July, 2024.

Applicability of This Privacy Policy

Our Privacy Policy attests to our commitment to privacy and demonstrates the ways we ensure that client privacy is protected. Our Privacy Policy applies to the personal health information of all our clients that is in our possession and control.

What is Personal Health Information?

Personal health information means identifying information about an individual relating to their physical or mental health (including medical history), the providing of health care to the individual, payments or eligibility for in-home care and health number.

Our Privacy Policy reflects our compliance with fair information practices, applicable laws and standards of practice:

Accountability

We take our commitment to securing patient privacy very seriously. Our nurse manager and employees associated with the Agency are responsible for the personal information under his/her control. Our employees are informed about the importance of privacy and receive information periodically to update them about our Privacy Policy and related issues.

Identifying Purposes: Why We Collect Information

We ask you for information to establish a relationship and serve your in-home care needs. We obtain most of our information about you directly from you, or from other health practitioners whom you have seen and authorized to disclose to us. You are entitled to know how we use your information and this is described in the Privacy Statement posted at Caregivers 24/7. We will limit the information we collect to what we need for those purposes, and we will use it only for those purposes. We will obtain your consent if we wish to use your information for any other purpose.

Consent

You have the right to determine how your personal health information is used and disclosed. For most in-home senior care purposes, your consent is implied as a result of your consent to in-home, non-medical care; however, in all circumstances express consent must be written. Your written Consent will be forwarded to the Privacy Officer who will document the request in the patient's medical records and notify appropriate healthcare providers and their supporting staff.

Clients who have withdrawn consent to disclose protected health information must sign and date the Consent to Withdrawal Form. It is understood that the consent directive applies only to the PHI which the patient has already provided, and not to PHI which the patient might provide in the future: HIPPA permits certain collections, uses, and disclosures of the PHI, despite the consent directive; healthcare providers may override the consent directive in certain circumstances, such as emergencies; and the consent directive may result in delays in receiving care, reduced quality of care due to provider's lacking complete information about the client and healthcare provider's refusal to offer non-emergency care. Your written Consent to Withdrawal Form will be forwarded to the Privacy Officer who will document the request in client's records and notify appropriate healthcare providers and their supporting staff.

Limiting Collection

We collect information by fair and lawful means and collect only that information which may be necessary for purposes related to the provision of your in-home, non-medical care.

Limiting Use, Disclosure and Retention

The information we request from you is used for the purposes defined. We will seek your consent before using the information for purposes beyond the scope of the posted Privacy Statement. Under no circumstances do we sell patient lists or other personal information to third parties. There are some types of disclosure of your personal health information that may occur as part of this Agency fulfilling its routine obligations and/or agency management. This includes consultants and suppliers to the Agency, on the understanding that they abide by our Privacy Policy, and only to the extent necessary to allow them to provide business services or support to this Agency. We will retain your information only for the time it is required for the purposes we describe and once your personal information is no longer required, it will be destroyed. However, due to our on-going exposure to potential claims, some information is kept for a longer period. Clients may be required to sign and date a Consent to Disclose PHI Form.

Accuracy

We strive to ensure that all decisions involving your personal information are based upon accurate and timely information. While we will do our best to base our decisions on accurate information, we rely on you to disclose all material information and to inform us of any relevant changes.

Safeguards: Protecting Your Information

We protect your information with appropriate safeguards and security measures. The Agency maintains personal information in a combination of paper and electronic files. Recent paper records concerning individuals' personal information are stored in files kept onsite at our office located at 7404-A Chapel Hill Road, Raleigh, North Carolina 27607. Access to personal information will be authorized only for the nurse manager and employees associated with the Agency, and other individuals who require access in the performance of their duties, and to those otherwise authorized by law. We provide information to healthcare providers acting on your behalf, on the understanding that they are also bound by law and ethics to safeguard your privacy. Other organizations and individuals must agree to abide by our Privacy Policy and may

be asked to sign contracts to that effect. We will give them only the information necessary to perform the services for which they are engaged, and will require that they not store, use or disclose the information for purposes other than to carry out those services. Our computer systems are password-secured and constructed in such a way that only authorized individuals can access secure systems and databases. If you send us an e-mail message that includes personal information, such as your name included in the "address", we will use that information to respond to your inquiry. Please remember that e-mail is not necessarily secure against interception. If your communication is very sensitive, you should not send it electronically unless the e-mail is encrypted or your browser indicates that the access is secure.

Openness: Keeping You Informed

The Practice has prepared this plain-language Privacy Policy to keep you informed. We encourage you to contact us with any questions or concerns you might have about your privacy or our Privacy Policy. You can reach us by sending an email with your questions or concerns to info@caregivers24-7.com.