

Notice of Privacy Practices

THIS NOTICE DESCRIBES HOW YOUR HEALTH INFORMATION MAY BE USED AND DISCLOSED BY LAS VEGAS MEDICAL CLINIC AND HOW YOU CAN GET ACCESS TO THIS INFORMATION. PLEASE REVIEW IT CAREFULLY.

UNDERSTANDING YOUR PATIENT HEALTH INFORMATION (PHI)

Understanding what is in your health record and how your health information is used will help you to ensure its accuracy, allow you to better understand who, what, when, where and why others may access your health information, and assist you in making more informed decisions when authorizing disclosure to others. When you visit us, we keep a record of your symptoms, examination, test results, diagnoses, treatment plan, and other medical information. We also may obtain health records from other providers. In using and disclosing this protected health information (PHI) we will follow the Privacy Standards of the Federal Health Insurance Portability and Accountability Act, 45 CFR § 164. The law allows us to use and disclose PHI without your specific authorization for treatment, payment, operations, and other specific purposes explained on the next page. This includes contacting you for appointment reminders and follow-up care. All other uses and disclosures require your specific authorization.

YOUR HEALTH INFORMATION RIGHTS

You have the right to:

- Request a restriction on the uses and disclosures of PHI as described in this notice. We will honor your request if the disclosure is (i) to a health plan for the purposes of carrying out payment or health care operations (and is not for purposes of carrying out treatment), and (ii) the PHI pertains solely to a health care item or service for which you have paid our office in full. Even if your disclosure request does not satisfy the two requirements set forth above, we will still consider honoring your request. You should address your request in writing to the Privacy Officer at Las Vegas College Medical Clinic. We will notify you within thirty (30) days if we cannot agree to the restriction.
- The Privacy Officer can be reached by coming to the Las Vegas Medical Clinic and asking for them, or by calling at: 702-553-4059, or you can email him at info@lvlabs.com
- Obtain a paper copy of this Notice and upon written request, inspect and obtain a copy of your health record for a fee of \$.60 per page and the actual cost of postage per **NRS 629.061**, except that you are not entitled to access, or to obtain a copy of, psychotherapy notes and information compiled for legal proceedings. If we maintain your file as an electronic health record with respect to your PHI, then you have a right to obtain a copy of your file in an electronic format for a fee of \$5.00
- Amend your health record by submitting a written request with the reasons supporting the request to the Privacy Officer. In most cases, we will respond within thirty (30) days. Please be aware, we are not required to agree to the requested amendment.

- Obtain an accounting of disclosures of your PHI, except that we are not required to account for disclosures for treatment, payment, operations, or pursuant to authorization, among other exceptions. However, if the disclosure of your PHI is made through an electronic health record, you shall have the right to receive an accounting of disclosures for treatment, payment, and health care operations, which is limited to the three (3) years prior to the date on which you request the accounting.
- Request in writing to the Privacy Officer that we communicate with you by a specific method and at a specific location. We will typically communicate with you in person; or by letter, e-mail, fax, and/or telephone.
- Revoke an authorization to use or disclose PHI at any time except where action has already been taken.

OUR RESPONSIBILITIES

The law requires us to:

- Maintain the privacy of PHI and provide you with notice of our legal duties and privacy practices with respect to PHI.
- Provide you with notification in the event there is a breach of security, which affects your PHI. We shall notify you in writing, and if unable to reach you via U.S. mail, we will attempt to reach you using other avenues of communication (i.e., telephone or email). If we discover a breach of security affecting your PHI, we will make the notification without unreasonable delay, and in no case longer than sixty (60) calendar days.
- Abide by the terms of the notice currently in effect. We have the right to change our notice of privacy practices; these change(s) will apply to your entire PHI, including information obtained prior to the change.
- Post notice of any changes in our privacy policy in the lobby and make a copy available to you upon request.
- Use or disclose your PHI only as permitted by law or otherwise with your authorization. We will only provide the minimum necessary PHI to accomplish the intended purpose of such use, disclosure, or request as required by law.
- Follow the more stringent law in any circumstance where other state or federal law may further restrict the disclosure of your PHI.

FOR MORE INFORMATION OR TO REPORT A PROBLEM, if you feel your rights have been violated, you may file a complaint in writing with the Privacy Officer. If you are not satisfied with the resolution of the complaint, you may also file a complaint with the Secretary of Health and Human Services. Filing a complaint will not result in retaliation.

As state above, we may use or disclose your protected health information for treatment, payment and operations, and for purposes described below:

Treatment: We will use, and exchange information obtained by a physician, nurse practitioner, nurse or other medical professionals, staff, trainees and volunteers in our office to determine your best course of treatment. The information obtained from you or from other providers will become part of your medical records. We may also disclose your PHI to other outside treating medical professionals and staff as

deemed necessary for your care. For example, we may disclose your health information to an outside doctor for referral. We will also provide your health care providers with copies of various reports to assist them in your treatment.

Payment: We may send a bill to you or to your insurance carrier. The information on or accompanying the bill may include information that identifies you, as well as that portion of your PHI necessary to obtain payment.

Health Care Operations: Members of the medical staff, trainees, medical students, a Risk or Quality Improvement team, or similar internal personnel may use your information to assess the care and outcomes of your care to improve the quality of the healthcare and service(s) we provide or for educational purposes. For example, an internal review team may review your medical records to determine the appropriateness of care. There may also be times in which our accountants, auditors or attorneys may be required to review your health information to meet their responsibilities.

Other uses and disclosures not requiring authorization

- Business Associates: There are some services provided to our organization through contracts with business associates, such as laboratory and radiology services. We may disclose your health information to our business associates so that they can perform these services. We require the business associates to safeguard your information to our standards.
- Notification: We may disclose limited health information to friends or family members identified by you as being involved in your care or assisting you in payment. We may also notify a family member, or another person responsible for your care, about your location and general condition.
- Legally Required Disclosures, Public Health & Law Enforcement: We may disclose PHI as required by law, or in a variety of circumstances authorized by federal or state law. For example, we may disclose PHI to government officials to avert a serious threat to health or safety or for public health purposes, such as to prevent or control communicable disease (which may include notifying individuals that may have been exposed to the disease, though in such circumstance you will not be personally identified), to an employer to evaluate whether an employee has a work related injury, and to public officials to report births and deaths.
- Required by Law: We may disclose PHI to law enforcement such as limited information for identification and location purposes, or information regarding suspected victims of crime, including crimes committed on our premises. We may also disclose PHI to others as required by court or administrative order, or in response to a valid summons or subpoena.
- Information Regarding Decedents: We may disclose PHI regarding a deceased person to: (i) coroners and medical examiners to identify cause of death or other duties, (ii) funeral directors for their required duties and (iii) to procurement organizations for purposes of organ and tissue donation.
- Research: We may also disclose PHI where the disclosure is solely for the purpose of designing a study, or where the disclosure concerns decedents, or an institutional review board or privacy board

has determined that obtaining authorization is not feasible and protocols are in place to ensure the privacy of your health information. In all other situations, we may only disclose PHI for research purposes with your authorization.

- Marketing: We may contact you with information about treatment alternatives or other health-related benefits and services that may be of interest to you.
- Schedule Reminders: We may contact you to remind you that you have an appointment for medical care via telephone, mail, or email (if an email address has been provided to our practice).

Disclosures requiring authorization

All other disclosures of protected health information will only be made pursuant to your written authorization, which you have the right to revoke at any time, except to the extent we have already relied upon the authorization.

Website Privacy Policy

Introduction

We recognize that the privacy of your personal information is important. The purpose of this policy is to let you know how we handle the information collected using this website. Portions of this website may describe privacy practices applicable to specific types of information or to information provided on specific web pages.

This policy does not apply to information collected through other means such as by telephone or in person, although that information may be protected by other privacy policies. As used in this policy, terms such as "we" or "our" and "Company" refer to Southwest Medical Associates and its current and future affiliated entities, including our parent company UnitedHealth Group.

This website is intended for a United States audience. Any information you provide, including any personal information, will be transferred to and processed by a computer server located within the United States.

Cookies and Tracking

The Company uses various technologies, which may include "cookie" technology, to gather information from our website visitors such as pages visited and how often they are visited, and to enable certain features on this website. "Cookies" are small text files that may be placed on your computer when you visit a website. Cookies may include "single-session cookies" which generally record information during only a single visit to a website and then are erased, and "persistent" cookies which are generally stored on a computer unless or until they are deleted or are set to expire. You may disable cookies and similar items by adjusting your browser preferences at any time; however, this may limit your ability to take advantage of all the features on this website.

You may disable cookies and similar items by adjusting your browser preferences at any time; however, this may limit your ability to take advantage of all the features on this website. You may

also manage the use of "flash" technologies, with the Flash Management tools available at Adobe's website. Note that we do not currently respond to web browser "Do Not Track" signals that provide a method to opt out of the collection of information about online activities over time and across third-party websites or online services because, among other reasons, there is no common definition of such signals and no industry-accepted standards for how such signals should be interpreted. We may also allow third party service providers to use cookies and other technologies to collect information and to track browsing activity over time and across third party websites such as web browsers used to reach our websites, which websites are referring traffic or linking to our websites, and to deliver targeted advertisements to you. We do not control these third-party technologies and their use is governed by the privacy policies of third parties using such technologies. Information is captured using various technologies and may include cookies. We may use and disclose your activity information unless restricted by this policy or by law. Some examples of the ways we use your activity information include:

- Customizing your experience on the website including managing and recording your preferences.
- Marketing, product development, and research purposes.
- Tracking resources and data accessed on the website.
- Developing reports regarding site usage, activity, and statistics.
- Assisting users experiencing website problems.
- Enabling certain functions and tools on this website.
- Tracking paths of visitors to this site and within this site.

Your Personal information

This website may include web pages that give you the opportunity to provide us with personal information about yourself. You do not have to provide us with personal information if you do not want to; however, that may limit your ability to use certain functions of this website or to request certain services or information.

We may use personal information for several purposes such as:

- To respond to an e-mail or request from you.
- To personalize the website for you.
- To process an application as requested by you.
- To administer surveys and promotions.
- To provide you with information that we believe may be useful to you, such as information about health products or services provided by us or other businesses.
- To perform analytics and to improve our products, websites, and advertising.
- To comply with applicable laws, regulations, and legal processes.
- To protect someone's health, safety, or welfare.
- To protect our rights, the rights of affiliates or related third parties, or take appropriate legal action, such as to enforce our Terms of Use.
- To keep a record of our transactions and communications.

- As otherwise necessary or useful for us to conduct our business, so long as such use is permitted by law.

We may use personal information to contact you through any contact information you provide through this website, including any email address, telephone number, cell phone number, text message number, or fax number. Please see the section below titled "Our Online Communications Practices."

We may share personal information within the Company, and we may combine personal information that you provide us through this website with other information we have received from you, whether online or offline, or from other sources such as from our vendors. For example, if you have purchased a product or service from us, we may combine personal information you provide through this website with information regarding your receipt of the product or service.

Sharing Personal Information

We will only share your personal information with third parties as outlined in this policy and as otherwise permitted by law.

We may share personal information if all or part of the Company is sold, merged, dissolved, acquired, or in a similar transaction.

We may share personal information in response to a court order, subpoena, search warrant, law or regulation. We may cooperate with law enforcement authorities in investigating and prosecuting activities that are illegal, violate our rules, or may be harmful to other visitors.

If you submit information or a posting to a chat room, bulletin board, or similar "chat" related portion of this website, the information you submit along with your screen name will be visible to all visitors, and such visitors may share with others. Therefore, please be thoughtful in what you write and understand that this information may become public.

We may share personal information with other third-party companies that we collaborate with or hire to perform services on our behalf. For example, we may hire a company to help us send and manage email, and we might provide the company with your email address and certain other information for them to send you an email message on our behalf. Similarly, we may hire companies to host or operate some of our websites and related computers and software applications.

This website may permit you to view your visitor profile and related personal information and to request changes to such information. If this function is available, we will include a link on this website with a heading such as "My Profile" or similar words. Clicking on the link will take you to a page through which you may review your visitor profile and related personal information.

Website and Information Security

We maintain reasonable administrative, technical, and physical safeguards designed to protect the information that you provide on this website. However, no security system is impenetrable, and we cannot guarantee the security of our website, nor can we guarantee that the information you supply

will not be intercepted while being transmitted to us over the Internet, and we are not liable for the illegal acts of third parties such as criminal hackers.

Our Online Communication Practices

We may send electronic newsletters, notification of account status, and other communications, such as marketing communications, on a periodic basis to various individuals and organizations. We may also send email communications regarding topics such as general health benefits, website updates, health conditions, and general health topics. We offer you appropriate consent mechanisms, such as opt-out, for marketing and certain other communications. As examples, you may opt-out as provide for in a specific email communication or contact us as described below in the section "Contact Us." Please be aware that opt-outs may not apply to certain types of communications, such as account status, website updates, and other communications.

Contact Us

To contact us regarding this policy and our related privacy practices, please contact us at: **702-553-4059**. If you believe we or any company associated with us has misused any of your information, please contact us immediately and report such misuse.

Effective Date

The effective date of this policy is August 1, 2022.

Changes to this Website Privacy Policy

We may change this policy. If we do so, such a change will appear on this page of our website. We will also provide appropriate notice and choices to you, on this website and in other appropriate locations, based on the scope and extent of changes. You may always visit this policy to learn of any updates.

Social Security Number Protection Policy

Protecting personal information is important to Southwest Medical Associates. It is our policy to protect the confidentiality of Social Security numbers ("SSNs") that we receive or collect during business. We secure the confidentiality of SSNs through various means, including physical, technical, and administrative safeguards that are designed to protect against unauthorized access. It is our policy to limit access to SSNs to that which is lawful, and to prohibit unlawful disclosure of SSNs.