To express complaints. You have the right to express complaints to CareLink and to the Secretary of DHHS if you or your representative believe that you privacy rights have been violated. You will not be retaliated against in any way for filing a complaint.

To be notified of a breach of PHI. You have the right to be notified in the event of a breach of your unsecured PHI.

CareLink may use and disclose your health information, information that constitutes protected health information as defined in the Privacy Rule of the Administrative Simplification provisions of the Health Insurance Portability and Accountability Act of 1996, for purposes of providing you services, obtaining payment for you care and conducting health care operations. CareLink has established policies to guard against unnecessary disclosure of your health information.

This Notice is effective September 1, 2013.

IF YOU HAVE ANY QUESTIONS REGARDING THIS NOTICE, PLEASE CONTACT THE CARELINK PRIVACY OFFICIAL, CARELINK, P.O. BOX 5988, NORTH LITTLE ROCK, AR 72119-5988, (501) 372-5300.
in your care including family members, pharmacists, suppliers of medical equipment or other health care professionals.

To Obtain Payment. CareLink may include your health information in invoices to collect payment from third parties for the care you receive from CareLink. For example, CareLink may be required to provide information to a payer regarding your health care status in order to receive payment.

To Conduct Health Care Operations. CareLink may use and disclose health information for its own operations in order to facilitate the function of CareLink and as necessary to provide quality care to all of CareLink clients. For example CareLink may use your health information to evaluate its staff performance, combine your health information with other CareLink clients in evaluating how to more effectively serve all CareLink clients, or disclose your health information to CareLink staff and contracted personnel for training purposes.

For Fundraising Activities. CareLink may use information about you including your name, address, phone number and the dates you received care in order to contact you to raise money for CareLink. CareLink may also release this information to a related CareLink foundation. If you do not want CareLink to contact you, notify the CareLink Privacy Official at (501) 372-5300 and indicate that you do not wish to be contacted.

For Appointment Reminders and Service Alternatives. CareLink may use and disclose your health information to contact you as a reminder that you have an appointment for a home visit, or tell you about or recommend possible treatment options or alternatives that may be of interest to you.

THE FOLLOWING IS A SUMMARY OF ADDITIONAL CIRCUMSTANCES UNDER WHICH YOUR HEALTH INFORMATION MAY ALSO BE USED AND DISCLOSED:

- When there are risks to public health
- To report abuse, neglect or domestic violence
- To conduct health oversight activities
- In connection with judicial and administrative proceedings
- For law enforcement purposes
- To coroners, medical examiners and funeral directors about decedents
- For organ, eye or tissue donation
- For research purposes after an approval process
- To avert a serious threat to health or safety
- For specified government functions
- For worker’s compensation purposes
- To release immunization records to schools
- When legally required

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DUTIES OF CARELINK

CareLink is required by law to maintain the privacy of your health information and to provide to you or your representative this Notice of its duties and privacy practices. CareLink is required to abide by the terms of this Notice as may be amended from time to time. CareLink reserves the right to change the terms of its Notice and to make the new Notice provisions effective for all health information that it maintains. If CareLink changes its Notice, CareLink will post a copy of the Notice at its offices and on its website.

YOUR RIGHTS WITH RESPECT TO YOUR HEALTH INFORMATION

You or your representative have the following rights regarding your health information that CareLink maintains:

- To request restrictions. You may request restrictions on certain uses and disclosures of your health information. You also have the right to request a limit on CareLink’s disclosure of your health information to someone who is involved in your care or the payment of your care. However, CareLink is not required to agree to your request. If you pay for an item or service out of pocket, you have the right to request that PHI pertaining to that item or service not be disclosed to your health plan. Carelink must abide by this request.

- To receive alternative communications. You have the right to request that your protected health information be provided by alternative means or at alternative locations.

- To inspect and copy your health information. You have the right to inspect and copy your health
A Client Bill of Rights

1. Clients have the right to be treated with respect and consideration at all times.
2. Clients have the right to be as independent as possible during the delivery of service.
3. Clients have the right to be consulted about actions taken on their behalf and to have their preference considered in the plan of action.
4. Clients have the right to confidential treatment of their records and of other information provided to service providers, including the right to give or deny written permission to the service provider to share such records or information with other individuals and agencies.
5. Clients have the right to expect that service providers will not ask them for gifts or tips and will not accept them if offered.
6. Clients have the right to expect that service providers will not discuss their personal problems, religious convictions or political beliefs.
7. Clients have the right to expect that service providers will not consume alcoholic beverages or take medication (except for medical reason) prior to or during the delivery of services.
8. Clients have the right to know the specific service(s) to be delivered, the eligibility requirements, and the conditions of the service provisions and termination of the services prior to the onset of service delivery.
9. Clients have the right to be informed in writing, prior to the onset of services, of the procedure of receiving, evaluating and resolving client complaints about services.
10. Clients have the right to voice their grievances with respect to service(s) that are (or fail to be) furnished without fear of reprisal.

Client Signature ____________________________ Representative Signature ______________ Date ____________