



NOTICE OF PRIVACY PRACTICES
ADVANCED PATIENT TRANSPORTATION, INC.
Effective Date: January 7, 2010

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.

If you have any questions about this Notice, please contact:

St. Vincent's HealthCare Privacy Office

P.O. Box 2982

Jacksonville, Florida 32203

(904) 308-4477

www.jaxhealth.com

ADVANCED PATIENT TRANSPORTATION, INC.'S PLEDGE REGARDING HEALTH INFORMATION.

Advanced Patient Transportation, Inc. is committed to protecting the privacy of health information about you. "Protected health information," or "PHI" for short, includes information that Advanced Patient Transportation, Inc. has created or received about your past, present, or future health or condition, the provision of health care to you, or payment for health care services that may be used to identify you. This Notice of Privacy Practices applies to all the records of your care generated or kept at Advanced Patient Transportation, Inc. Advanced Patient Transportation, Inc. is required by law to maintain that privacy and to provide you with this Notice. This Notice will tell you about: (i) the ways Advanced Patient Transportation, Inc. may use and disclose PHI about you; (ii) your rights regarding PHI; and (iii) certain obligations Advanced Patient Transportation, Inc. has regarding the use and disclosure of PHI. Advanced Patient Transportation, Inc. is required to abide by the terms of the Notice currently in effect. However, Advanced Patient Transportation, Inc. reserves the right to change the terms of this Notice and its privacy policies at any time. Any changes will apply to the PHI Advanced Patient Transportation, Inc. already has. Advanced Patient Transportation, Inc. will promptly post any new or amended versions of this Notice. This Notice will always contain an effective date on the top of the first page.

HOW ADVANCED PATIENT TRANSPORTATION, INC. MAY USE AND DISCLOSE HEALTH INFORMATION ABOUT YOU.

Following are some descriptions and examples of different ways Advanced Patient Transportation, Inc. may use and disclose PHI. Not every use or disclosure of PHI is listed below. However, all the ways Advanced Patient Transportation, Inc. is permitted to use and disclose information will fall within one of these categories. For purposes of this Notice, PHI includes information about mental health, sexually-transmissible diseases (including HIV and AIDS), alcohol and substance abuse, and other information that may be subject to additional confidentiality provisions of federal or state law.

- **Treatment.** Advanced Patient Transportation, Inc. may use PHI to provide you with medical treatment or services. Advanced Patient Transportation, Inc. may disclose PHI to, and obtain information from, doctors, nurses, medical technicians, students, and other health care personnel who are involved in taking care of you at St. Vincent's or at other facilities. For example, in transporting you to a health care facility for a broken leg it will be necessary to disclose medical information related to you and your injury.

- **Payment.** Advanced Patient Transportation, Inc. may use and disclose PHI so the treatment and services you receive at Advanced Patient Transportation, Inc. may be billed to and payment may be collected from you, an insurance company, or a third party. For example, Advanced Patient Transportation, Inc. may need to give your health plan information about the services delivered by Advanced Patient Transportation, Inc. so your health plan will pay Advanced Patient Transportation, Inc. or reimburse you for the care and transportation. Advanced Patient Transportation, Inc. may also tell your health plan about a transport you are going to receive to obtain prior approval or to determine whether your plan will cover the treatment.
- **Health Care Operations.** Advanced Patient Transportation, Inc. may use and disclose PHI for Advanced Patient Transportation, Inc. operations. These uses and disclosures are necessary to run Advanced Patient Transportation, Inc. and make sure patients receive quality care. For example, Advanced Patient Transportation, Inc. may use and disclose PHI to: (i) review treatment and services and to evaluate the performance of staff in caring for you; (ii) compile data to decide what additional services Advanced Patient Transportation, Inc. should offer, what services are not needed, and whether certain new treatments are effective; (iii) educate doctors, nurses, medical technicians, students, and Advanced Patient Transportation, Inc. personnel; and (iv) compare Advanced Patient Transportation, Inc. statistics to other local, state, and national healthcare facilities to see how Advanced Patient Transportation, Inc. is doing and where Advanced Patient Transportation, Inc. can make improvements in care and services. Advanced Patient Transportation, Inc. may remove information that identifies you so others may use PHI to study health care and health care delivery without learning patient specific information.
- **Appointment Reminders, Treatment Alternatives, and Services.** Advanced Patient Transportation, Inc. may use and disclose PHI to contact you as a reminder that you have an appointment for transport for medical care with the ambulance service or to tell you about possible transportation options, or transportation alternatives, or health-related benefits or services that may be of interest to you. If you do not want Advanced Patient Transportation, Inc. to contact you for these purposes, you must notify the Privacy Office in writing.
- **Family and Friends.** Advanced Patient Transportation, Inc. may release PHI to a friend or family member who is involved in your medical care. Advanced Patient Transportation, Inc. may also give PHI to someone who helps pay for your care. In addition, Advanced Patient Transportation, Inc. may disclose PHI to an entity assisting in a disaster relief effort so your family can be notified about your condition, status, and location.
- **As Required By Law.** Advanced Patient Transportation, Inc. will disclose PHI when required to do so by federal, state, or local law.
- **To Avert a Serious Threat to Health or Safety.** Advanced Patient Transportation, Inc. may use and disclose PHI when necessary to prevent or lessen a serious threat to your health or safety or the health or safety of the public or another person.
- **Military and Veterans.** If you are a member of the armed forces Advanced Patient Transportation, Inc. may release PHI as required by military command authorities based upon a subpoena or court order. Advanced Patient Transportation, Inc. may also release PHI about foreign military personnel to the appropriate foreign military authority based upon a subpoena or court order.
- **Workers' Compensation.** Advanced Patient Transportation, Inc. may release PHI for workers' compensation or similar programs upon your consent or as authorized by applicable law.
- **Public Health Purposes.** Advanced Patient Transportation, Inc. may disclose PHI for public health activities, including: (i) preventing or controlling disease, injury, or disability; (ii) reporting

births and deaths; (iii) reporting reactions to medications or problems with products; (iv) notifying people of recalls of products they may be using; or (v) notifying a person who may have been exposed to a disease or may be at risk for contracting or spreading an infectious disease or condition of public health significance, subject to applicable law.

- **Victims of Abuse.** Advanced Patient Transportation, Inc. may disclose PHI to notify the appropriate government authority if Advanced Patient Transportation, Inc. believes an individual has been the victim of abuse, neglect, or domestic violence. Advanced Patient Transportation, Inc. will only make this disclosure if you agree or when required or authorized by law.
- **Health Oversight Activities.** Advanced Patient Transportation, Inc. may disclose PHI to a health oversight agency for activities authorized by law. These oversight activities include, for example, audits, investigations, inspections, and licensure. Advanced Patient Transportation, Inc. may also disclose PHI to federal and state agencies that regulate licenses of nurses and other health care professionals.
- **Lawsuits and Disputes.** If you are involved in a lawsuit or a dispute, Advanced Patient Transportation, Inc. may disclose PHI in response to a court or administrative order, subpoena, discovery request, or other lawful process by someone else involved in the dispute. The disclosure will be made after Advanced Patient Transportation, Inc. receives satisfactory assurance that a reasonable effort has been made either to give you notice of the request or to secure a qualified protective order.
- **Law Enforcement.** Advanced Patient Transportation, Inc. may release PHI if asked to do so by a law enforcement official: (i) in response to a court or administrative order, subpoena, warrant, summons, or similar process; (ii) to report certain types of wounds or other physical injuries; (iii) to identify or locate a suspect, fugitive, material witness, or missing person; (iv) about the victim of a crime if, under certain limited circumstances, Advanced Patient Transportation, Inc. is unable to obtain the person's agreement; (v) about a death Advanced Patient Transportation, Inc. believes may be the result of criminal conduct; (vi) about criminal conduct at Advanced Patient Transportation, Inc.; or (vii) in emergency circumstances to report a crime; the location of the crime or victims; or the identity, description, or location of the person who committed the crime.
- **Coroners, Medical Examiners, and Funeral Directors.** Advanced Patient Transportation, Inc. may release PHI to a coroner or medical examiner for the purposes of identifying a deceased person or determining the cause of death. Advanced Patient Transportation, Inc. may also release PHI to funeral directors as necessary to carry out their duties.
- **National Security and Intelligence Activities.** Advanced Patient Transportation, Inc. may release PHI to authorized federal officials for intelligence, counterintelligence, and other national security activities authorized by law.
- **Inmates.** If you are an inmate of a correctional institution or under the custody of a law enforcement official, Advanced Patient Transportation, Inc. may release certain PHI to the correctional institution or law enforcement official in accordance with law. This release would be necessary: (i) for the institution to provide you with health care; (ii) to protect your health and safety or the health and safety of others; or (iii) for the safety and security of the correctional institution.

OTHER USES OF HEALTH INFORMATION.

Other uses and disclosures of PHI not covered by this Notice or the laws that apply to Advanced Patient Transportation, Inc. will be made only with your written authorization. You may revoke your written authorization at any time by delivering a written revocation to the Privacy Office. If you revoke your authorization, Advanced Patient Transportation, Inc. will no longer use or disclose PHI about you for

the reasons covered by your written authorization. You understand that Advanced Patient Transportation, Inc. is unable to take back any disclosures Advanced Patient Transportation, Inc. has already made and that Advanced Patient Transportation, Inc. is required to retain records of the care provided to you.

YOUR RIGHTS REGARDING HEALTH INFORMATION ABOUT YOU.

You have the following rights regarding health information Advanced Patient Transportation, Inc. maintains about you:

- **Right to Inspect and Copy.** In most circumstances, you have the right to inspect and copy PHI that may be used to make decisions about your care. To inspect and copy PHI, you must submit your request in writing to Advanced Patient Transportation, Inc., 3456 Beach Boulevard, Jacksonville, FL 32207. Charges for the costs of copying, mailing, or other supplies associated with your request may apply.

Advanced Patient Transportation, Inc. may deny your request to inspect and copy PHI in certain circumstances. If you are denied access to PHI, you may request that the denial be reviewed. If your request is reviewed, another licensed health care professional chosen by Advanced Patient Transportation, Inc. will review your request and the denial. The person conducting the review will not be the person who denied your request. Advanced Patient Transportation, Inc. will comply with the outcome of the review.

In certain instances, in lieu of providing copies, Advanced Patient Transportation, Inc. may choose to provide you with a summary or explanation of the requested records. You may be charged fees for a summary or explanation.

- **Right to Amend.** If you feel that PHI Advanced Patient Transportation, Inc. has about you is incorrect or incomplete, you may ask Advanced Patient Transportation, Inc. to amend the PHI. You have the right to request an amendment for as long as the PHI is kept by or for Advanced Patient Transportation, Inc..

To request an amendment, your request must be made in writing and submitted to the Privacy Office. In addition, you must provide a reason that supports your request.

Advanced Patient Transportation, Inc. may deny your request for an amendment if it is not in writing or does not include a reason to support the request. In addition, Advanced Patient Transportation, Inc. may deny your request if you ask Advanced Patient Transportation, Inc. to amend information that: (i) was not created by Advanced Patient Transportation, Inc. , unless the person or entity that created the information is no longer available to make the amendment; (ii) is not part of the PHI kept by or for Advanced Patient Transportation, Inc.; (iii) is not part of the information which you would be permitted to inspect and copy; or (iv) is accurate and complete.

- **Right to an Accounting of Disclosures.** You have the right to request an accounting of disclosures. This is a list of the disclosures Advanced Patient Transportation, Inc. made of PHI about you. The list will not include any of the uses and disclosures for treatment, payment, and health care operations or for certain other limited reasons.

To request an accounting of disclosures, you must submit your request in writing to the Privacy Office. Your request must state a time period that is not longer than six years prior to the date of your request and that does not include dates before April 14, 2003. Your request should indicate whether you want the list on paper or electronically. The first list you request within a 12-month period will be free. For additional lists, Advanced Patient Transportation, Inc. may charge you for the cost of providing the list. Advanced Patient Transportation, Inc. will notify you of the cost involved, and you may choose to withdraw or modify your request at that time before any costs are incurred.

- **Right to Request Restrictions.** You have the right to request a restriction or limitation on PHI Advanced Patient Transportation, Inc. uses or discloses about you. You also have the right to request a limit on PHI Advanced Patient Transportation, Inc. disclosures about you to someone who is involved in your care or the payment for your care, like a family member or a friend.

Advanced Patient Transportation, Inc. *is not required to agree to your request unless the restriction is for a disclosure to a health plan for purposes of carrying out payment or health care operations and the protected health information pertains solely to a health care item or service which has been paid out of pocket in full.* If Advanced Patient Transportation, Inc. does agree, Advanced Patient Transportation, Inc. will comply with your request unless the PHI is needed to provide you emergency treatment. To request restrictions, you must make your request in writing to the Privacy Office. In your request, you must tell Advanced Patient Transportation, Inc.: (i) what information you want to limit; (ii) whether you want to limit Advanced Patient Transportation, Inc. use, disclosure, or both; and (iii) to whom you want the limits to apply. You may not limit the uses and disclosures that Advanced Patient Transportation, Inc. is legally required or allowed to make.

- **Right to Request Confidential Communications.** You have the right to request that Advanced Patient Transportation, Inc. communicate with you about medical matters in a certain way or at a certain location. For example, you can ask that Advanced Patient Transportation, Inc. only contact you at work or by mail.

To request confidential communications, you must make your request in writing to the Privacy Office. Advanced Patient Transportation, Inc. will not ask you the reason for your request. Advanced Patient Transportation, Inc. will accommodate all reasonable requests. Your request must specify how or where you wish to be contacted.

- **Right to a Paper Copy of This Notice.** You have the right to a paper copy of this Notice. You may ask Advanced Patient Transportation, Inc. to give you a copy of this Notice at any time. Even if you have agreed to receive this Notice electronically, you are still entitled to a paper copy of this Notice. You may obtain a copy of this Notice at the Advanced Patient Transportation, Inc. web page on the St. Vincent's HealthCare website, www.jaxhealth.com. To obtain a paper copy of this Notice, contact the Privacy Office as identified on the first page of this Notice.

COMPLAINTS.

If you believe your privacy rights have been violated, you may file a complaint with Advanced Patient Transportation, Inc. or with the Secretary of the U.S. Department of Health and Human Services. To file a complaint with Advanced Patient Transportation, Inc., contact the **Privacy Office, 1800 Barrs Street, Jacksonville, FL 32204, (904) 308-4477**. All complaints must be submitted in writing. You will not be retaliated against for filing a complaint.