

NOTICE OF PRIVACY PRACTICES

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.

This notice applies to Mercy entities and clinic sites listed in the Directory at the end of this notice (Collectively “Mercy”)

Mercy’s Duties

By law, Mercy must keep protected health information (“PHI”) private. The federal government defines protected health information as any information, whether oral, electronic or paper, which is created or received by Mercy and relates to a patient's health care or payment for the provision of medical services. This includes not only the results of tests and notes written by doctors, nurses and other clinical personnel, but also certain demographic information (such as your name, address and telephone number) that is related to your health records.

Mercy is required by law to give you this notice and to follow the terms and conditions of the notice that is currently in effect.

The Health Care Providers Covered By This Notice

This notice covers Mercy and Mercy personnel, volunteers, students, and trainees. The notice also covers other health care providers that come to Mercy's facilities to care for patients (such as physicians, physician assistants, therapists, and other health care providers not employed by Mercy), unless these other health care providers give you their own notice of privacy practices that describes how they will protect your medical information. Mercy may share your medical information with these other health care providers for treatment, payment and health care operations purposes. This arrangement is only for sharing information and not for any other purpose.

Use and Disclosure of (PHI):

Below is a list of the most common circumstances in which Mercy may use or share your PHI:

For Treatment: We may need to use or share PHI about you with people involved in your care. For example, a doctor may need to look at your medical history before treating you.

For Payment: We may use and disclose your protected health information to bill and receive payment for the care and treatment that you received. For example, we may share your medical information with your insurance company about a service you received at Mercy so that your insurance company can pay us or reimburse you for the service.

For Health Care Operations: We can use and disclose protected health information about you for our operations. For example, we may share PHI about you to evaluate our doctors’ and nurses’ performance in caring for you.

For Research: We may share your PHI with researchers with your authorization or when their research has been approved by an institutional review board (IRB) that has reviewed the research proposal and established protocols (waiver of permission) to ensure the privacy of your protected health information.

Other Uses and Disclosures of PHI:

Mercy may also use or share PHI in the following circumstances:

- When it is needed for public health activities; we are required or permitted by law to report the occurrence of communicable diseases.
- When reporting information about victims of abuse, neglect or domestic violence;
- When sharing information for the purpose of health oversight activities; we may share your PHI with the agency that oversees health care system programs, such as Medicare and Medicaid.
- When sharing information for judicial and administrative proceedings; we may share your PHI in response to a legal order or other lawful process.
- When sharing information for law enforcement purposes; we may share your PHI with the police or other law enforcement officials as required or permitted by law or in compliance with a court order or subpoena.
- We may share PHI about deceased persons with medical examiners, coroners, and funeral directors;
- When sharing or using protected health information for organ and tissue donation purposes; we may share your PHI with organizations that facilitate organ, eye, or tissue procurement, banking or transplantation.
- When we believe in good faith that sharing PHI is necessary to avert a serious health or safety threat;
- When sharing PHI is necessary to comply with workers' compensation laws or related purposes;
- When required by state, federal or other law; we may use and share your PHI when required to do so by any other law not already referred to above.
- We may share protected health information about you with a public or private entity that is authorized by law or its charter to assist in disaster relief efforts (e.g., the American Red Cross).

Permissive Uses or Disclosures

Mercy may use or share your PHI for any of the purposes described in this section unless you specifically request that we do not. Your written request must be submitted to your care provider or to the appropriate Health Information Management Office listed in this Notice.

- We may contact you to remind you of an appointment.
- We may contact you to tell you about or recommend possible treatment options or alternatives that may be of interest to you.
- We may include certain limited information about you in our patient directory. This information may include your name, location in the facility, your general condition (e.g. fair, stable, etc.) and your religious affiliation (if provided). The directory information, except for your religious affiliation, may be shared with people who ask for you by name.
- We may contact you to seek private support for the Mercy mission and provide information about Mercy-sponsored activities including fundraising programs and events. If you wish that your information not be used for such purposes, please contact the Mercy Foundation at [link].
- We may share PHI about you with a friend, family member, personal representative, or any individual you identify who is involved in your care. We can tell these individuals of your

condition and that you are at Mercy for treatment or services. We can also give this information to someone who will help or is helping to pay for your care.

Uses and Disclosures Requiring Your Written Permission (Authorization)

- **Use or Disclosure with Your Permission.** For any purpose other than the ones described in this notice, we may only use or share your PHI when you grant us written permission (authorization). For example, you will need to give us your written permission before we send your PHI to your life insurance company.
- **Marketing.** We must obtain your written permission prior to using your PHI to send marketing materials. For example, we may not sell your PHI without your written authorization. We may, however, communicate with you about products or services related to your treatment, case management, care coordination, or alternative treatments, therapies, health care providers or care settings without your permission.

Revoking Your Authorization

If you give us written permission (authorization) to use or share your protected health information, you can change your mind and take back your authorization at any time, as long as you do so in writing. If you revoke your authorization, we will no longer use or disclose the information, but we will not be able to take back any information that we have already shared.

Patient Rights with Respect to PHI

- **Right to Request Restrictions:** You have the right to request that we restrict use or disclosure of your PHI for treatment, payment, or health care operations. With one exception, we are not required to agree to your request. If you ask Mercy not to share your information with your health plan we will not disclose your PHI to the health plan if you pay the full cost for your care in advance.
- **Right to Request Confidential Communication:** You have the right to request PHI in a certain form or at a specific location. Your request must be in writing. For instance, you can request that we not contact you at work, and you can tell us how and/or where you want to receive information. We will accommodate reasonable requests. If your request for confidential communication is approved, we will honor your request until you tell us in writing that you revoke the request for the confidential communication.
- **Right to Inspect and Copy Your Protected Health Information:** You have the right to review and/or ask for a copy of your PHI, including medical records, billing records and other records. Your request must be in writing. If you request copies of information, we may charge a fee for costs associated with your request, including the cost of copies, postage or other supplies. You also have a right to an electronic copy of your information.

In rare circumstances we may deny access to your protected health information. If access is denied, you can request that the denial be reviewed. A licensed health care professional chosen by Mercy will review your request and make a final decision as to whether the information should be released.

- **Right to Request Amendment to Your Protected Health Information (PHI):** You have a right to request that your PHI be amended (changed) if you believe that it is incorrect or incomplete. Your request must be in writing. You must obtain the request form from the Health Information Management Office or your provider, submit the completed form and provide the reason that you want the amendment.

Mercy can deny your request if: (1) it is not in writing or it does not include a reason why the information should be changed; (2) the information you want to change was not created by Mercy; (3) the information is not part of the medical record kept by Mercy; (4) the information is not part of the information that you are permitted to inspect or copy; or (5) the information contained in the record is accurate and complete.

- **Right to an Accounting of Disclosures:** You have the right to receive an accounting of disclosures of medical information that we have made, with some exceptions. Your request must be in writing and must state the time period for the requested information. Mercy will not provide this information for a time period greater than six (6) years from the date of your request. You have the right to receive one (1) free accounting every twelve (12) months. If you request more than one (1) accounting in any twelve (12) month period, we may charge you a reasonable fee for the costs of providing that list.
- **Right to Receive a Copy of the Notice of Privacy Practices:** You have the right to a paper copy of this Notice. You may print a copy of this notice from our website. If you want a paper copy of this Notice mailed to you or to exercise any of your rights outlined above, please send a written request to the Director of Health Information Management for the Mercy Location where you received your health care services listed in the Directory at the top of this notice.

Privacy Complaints

If you have any questions about the content of this Notice, if you believe that we have violated any of your privacy rights or did not follow the information contained in this Notice of Privacy Practices or if you have concerns about the privacy of your protected health information, please contact the Privacy Officer for the Mercy provider where you obtained health care services listed in the Directory at the top of this Notice.

You may also file a complaint with the Office for Civil Rights (“OCR”). We will not retaliate against you for filing a complaint with Mercy or with the OCR.

Changes to This Notice

We reserve the right to change or modify the information contained in this Notice at any time. If we change the Notice, we may make the new terms effective for all PHI that we maintain. Any changes that we make will comply with appropriate federal, state and other laws. Mercy will make the most recent copy of this Notice available to our patients and post it in our facilities. You can also call or write any Privacy Officer listed at the end of this Notice to obtain the most recent version of this Notice.

| Mercy Entity | Privacy Officer Contact Information | Health Information Contact Information |
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| East Communities | | |
| Mercy Hospital- St. Louis | 14528 South Outer Forty Rd., Ste. 100 Chesterfield, MO 63017 314-364-3381 Attn: Privacy Officer | 615 S. New Ballas Rd. St. Louis, MO 63131 314-251-4622 |
| Mercy Hospital- Washington | | Attn: Director of HIM |
| Mercy Clinics | | 615 S. New Ballas Rd. St. Louis, MO 63131 314-251-4622 Attn: Director of HIM OR Contact you physician office |
| Mercy Health Services Corporate Health Employee Assistance Eye Care Home Health Home Infusion Hospice Managed Behavioral Health Pharmacy | | 1000 Des Peres Rd. Suite 200A St. Louis, MO 63131 314-729-4400 Attn: Exec. Dir. Health & Post Acute Services |
| Central Communities | | |
| Mercy Hospital - Springfield | 1235 E. Cherokee St. Springfield, MO 65804 417-820-8780 Attn: Privacy Officer | 1235 E. Cherokee St. Springfield, MO 65804 417-820-3200 Attn: Privacy Site Coordinator |
| Mercy Hospital- Lebanon | | 100 Hospital Drive Lebanon, MO 65536 417-533-6054 Attn: Director of HIM |
| Mercy Hospital- Aurora | | 500 Porter Avenue Aurora, MO 65625 417-678-7897 Attn: Privacy Site Coordinator |
| Mercy Hospital- Cassville | | 94 Main Street Cassville, MO 65625 417-847-6084 Attn: Privacy Site Coordinator |
| Mercy Hospital- Berryville | | 214 Carter Street Berryville, AR 72616 870-423-5228 Attn: Director of HIM |
| Mercy Hospital- Mt. View | | 100 West Hwy 60 Mt. View, MO 65548 417-934-7061 Attn: Director of HIM |
| Mercy Clinics – Springfield | | 3231 S. National Ave. Springfield, MO 65807 417-890-4131 Attn: Privacy Site Coordinator OR Contact your physician office |

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| Mercy Clinics – Rolla | 1235 E. Cherokee St. Springfield, MO 65804 417-820-8780 Attn: Privacy Officer | 1605 Martin Springs Dr., Ste. 360B Rolla, MO 65401 573-458-6868 Attn: Privacy Site Coordinator OR Contact your physician office |
| Mercy Clinics – Joplin | | 3016 McClelland Blvd Joplin, MO 65804 417-627-8994 Attn: Privacy Site Coordinator OR Contact your physician office |
| Mercy Villa | | 1100 E. Montclair Springfield, MO 65802 417-820-8510 Attn: Privacy Site Coordinator |
| St. John’s Health Plan | | 3265 S. National Ave. Suite 210 Springfield, MO 65807 417-820-3826 Attn: Privacy Site Coordinator |
| St. John’s Home Care Home Health Hospice Home Maker Home Infusion Therapy | | 1570 W. Battlefield Suite 110 Springfield, MO 65807 417-820-5550 Attn: Privacy Site Coordinator |
| St. John’s Regional Medical Center | 2702 N. Richard Joseph Blvd., Suite 108 Joplin, MO 64804 417-625-2171 Attn: Privacy Officer | 2702 N. Richard Joseph Blvd., Suite 108 Joplin, MO 64804 417-625-2171 Attn: HIM |
| St. Joseph’s Mercy Health Center | 300 Werner Street Hot Springs, AR 71903 501-622-1011 Attn: Privacy Officer | 300 Werner Street Hot Springs, AR 71903 501-622-1011 Attn: Director of HIM |
| St. Joseph’s Mercy Clinic | P. O. Box 21850 Hot Springs, AR 71913 501-321-2293 Attn: Privacy Officer | Contact your Physician Office |
| Mercy Health System of Northwest Arkansas | 2710 Rife Medical Lane Rogers, AR 72758 479-338-8000 Attn: Privacy Officer | 2710 Rife Medical Lane Rogers, AR 72758 479-338-8000 Attn: Medical Records Department |
| Mercy Medical Clinics | | |
| Mercy Medical Center | | |
| Mercy Hospital – Ft. Scott | 401 Woodland Hills Blvd Fort Scott, KS 66701 620-223-7092 Attn: Privacy Officer | 401 Woodland Hills Blvd Fort Scott, KS 66701 620-223-7091 Attn: HIM |
| Mercy Clinics – Ft. Scott | | |
| Mercy Hospital – Independence | 800 W. Myrtle P. O. Box 388 Independence, MO 67301 620-332-3209 Attn: Privacy Officer | 900 W. Myrtle Independence, MO 67301 620-332-3211 Attn: HIM |
| Mercy Clinics – Independence | | 800 W. Laurel Independence, MO 67301 620-332-3280 Attn: Medical Records |

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| Mercy Clinics – Arma | 601 E. Washington Arma, KS 66712 620-347-4033 Attn: Privacy Officer | 601 E. Washington Arma, KS 66712 620-223-8030 Attn: Director-Physician Practice |
| Mercy Clinics – Pleasanton | 11155 Tucker Road Pleasanton, KS 66075 913-352-8379 Attn: Privacy Officer | 11155 Tucker Road Pleasanton, KS 66075 620-223-8030 Attn: Director-Physician Practice |
| Mercy Clinics – Cherryvale | 203 W. Main Cherryvale, KS 67335 620-336-2131 Attn: Privacy Officer | 203 W. Main Cherryvale, KS 67335 620-332-3217 Attn: Director-Physician Practice |
| Mercy Hospital – Fort Smith | 7301 Rogers Avenue Fort Smith, AR 72917 479-314-6266 Attn: Privacy Officer | 7301 Rogers Avenue Fort Smith, AR 72917 479-314-6266 Attn: Director of HIM |
| Mercy Hospital – Ozark | | 801 West River Street Ozark, AR 72949 479-667-4138 Ext. 8220 Attn: Director of HIM |
| Mercy Hospital – Paris | | 500 East Academy Street Paris, AR 72855 479-963-5445 Director of HIM |
| Mercy Hospital – Waldron | | 1341 West 6 th Street Waldron, AR 72958 479-637-4135 Ext. 341 Attn: Director of HIM |
| Mercy Clinic – Fort Smith | | Mercy Clinic Administration 5401 Ellsworth Road Fort Smith, AR 72903 479-314-4620 Attn: Medical Records |
| Mercy Clinic – River Valley | | 3501 E. W. Knight Street Fort Smith, AR 72903 479-709-6700 Attn: Medical Records |
| West Communities | | |
| Mercy Health Center | 4300 West Memorial Rd. Oklahoma City, OK 73120 405-752-3827 Attn: Privacy Officer | 4300 West Memorial Rd. Oklahoma City, OK 73120 405-752-3614 Attn: HIM |
| Mercy Memorial Health Center | | 1011 Fourteenth Ave. NW Ardmore, OK 73401 580-220-6622 Attn: HIM |
| Mercy Hospital – El Reno | | 2115 Parkview P.O. Box 129 El Reno, OK 73036 405-262-2640 Attn: HIM |
| Healdton Mercy Hospital | | 3462 Hospital Road Healdton, OK 580-229-0701 Attn: Medical Records |
| Mercy Hospital – Tishomingo | | 1000 S. Byrd St. Tishomingo, OK 73460 580-371-2327 Attn: Medical Records |

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| Mercy Hospital – Logan County | | 200 S. Academy P. O. Box 1017 Guthrie, OK 73044 405-282-6700 Attn: Health Information Services |
| Mercy Health/Love County Hospital and Clinic | 4300 West Memorial Rd. Oklahoma City, OK 73120 405-752-3827 Attn: Privacy Officer | 300 Wanda Marietta, OK 73448 580-276-3347 Attn: Health Information Services |
| Mercy Clinics | | Contact you Physician Office |
| Texas | | |
| Mercy Ministries of Laredo | 2500 Zacatecas Laredo, TX 78046 956-721-7403 Attn: Privacy Officer | 2500 Zacatecas Laredo, TX 78046 956-718-6810, ext. 114 Attn: Director of HIM |
| Louisiana | | |
| Mercy Family Center New Orleans | 110 Veterans, Ste. 425 Metairie, LA 70005 504-838-3235 Attn: Privacy Officer | 110 Veterans, Ste. 425 Metairie, LA 70005 504-838-3232 Attn: Business Manager |