



PATIENT WELCOME PACKET

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LETTER TO OUR PATIENTS

Dear Patient and Care Partner:

NuTech welcomes you to our infusion pharmacy. This welcome packet provides information on many important topics related to your care and treatment. Take some time to read through the patient welcome packet and let us know if you have any questions.

We strive to provide excellent customer service to patients and physicians by offering medication management services, a supportive atmosphere, and consistent patient-focused care.

Thank you for choosing us as your infusion pharmacy provider. We look forward to building a long- lasting relationship based on excellent care and services. If you have any questions, please feel free to call us at 903-592-8155.

The following forms are enclosed for you to review:

- Patient Bill of Rights and Responsibilities
- HIPAA Privacy Practices Notice
- Informed Consent and Patient Acknowledgement

After reviewing all forms, please sign and return the Informed Consent and Patient Acknowledgement form to the pharmacy in the supplied envelope or email to: tyler@nutechrx.net

We thank you for allowing us to care for you,

The Pharmacy Team

ABOUT OUR SERVICES

We provide medications and support to individuals with acute and chronic illnesses requiring infusion therapy.

Care/services include:

Simple Referral Process

- Patients can quickly and easily be referred to NuTech by a doctor using one of the options below:
 - By phone at 903-592-8155 to speak with one of our intake coordinators
 - By faxing a prescription(s) to 903-595-3788.
- Once your referral is received, our intake coordinator will contact you to initiate the process and begin checking insurance benefits and obtaining any necessary authorizations.

Collaboration of Care

- Our highly trained staff will work closely with you, your care partner, your doctor, and your insurance company to ensure we can provide you with appropriate care and services. If we cannot provide the prescribed medication for you or if your medication is not covered by your insurance benefits, we will work with another pharmacy to ensure you receive the care that you need.

Regular Refill Follow-up

- Our pharmacy staff will contact you approximately one week prior to your refill date to coordinate your next delivery.

Timely and Free Delivery Service

- We will deliver or ship your medications and supplies to you at no additional charge.
- If your medication delivery is delayed or lost, we will call you to provide assistance.

Insurance Verification Service

- Our intake team will work with your insurance company to verify your benefits and to obtain prior authorization and payment for services.
- Prior to the service, we will inform you of all potential charges related to the medication, including whether our pharmacy is in network or out of network, the differences in cost, and your estimated out of pocket expenses.
- We will submit claims to your insurance company for your medication. If

the claim is rejected, we will review the claim and submit the appeal.

- We will notify you of any changes in cost, if notified by your insurance company, prior to shipping your medication.

24/7 On-Call Service

- Our expert clinical staff is available 24 hours a day, 7 days a week.

PHARMACY HOURS OF OPERATION

Normal Home Infusion Hours of Operation

Monday - Friday 8am-5pm CST

Saturday - Sunday Closed

Holiday Closures

New Year's Day (January 1st)

Memorial Day (Last Monday in May)

Independence Day (July 4th)

Labor Day (First Monday in September)

Thanksgiving Day (Fourth Thursday in November)

Christmas Day (December 25th)

After Hours Coverage

Pharmacist On-call
service is available at:

903-571-0028

HOW TO CONTACT THE PHARMACY

Please call 903-592-8155

- If you need to contact the pharmacist for medical questions.
- If you need to contact the patient support team to obtain prescription order status, claims- related information or any other non-clinical related questions.

A licensed pharmacist is available 24 hours a day, 7 days a week for urgent needs or questions that cannot wait until normal business hours by calling 903-571-0028.

In addition, you can access our website at <https://www.nutechrx.net> 24-hours a day for further information about the services that we provide.

AREAS WE SERVE

Texas

EMERGENCIES

If you are experiencing a life-threatening emergency, please go to the nearest emergency room or dial 911. If there is a disaster in your area, please call us at 903-592-8155 to tell us where to send your delivery. This will ensure that your therapy is not interrupted.

AREAS WE SERVE

Texas

ABUSE AND NEGLECT

Pharmacy staff members have a moral obligation and a legal responsibility to report cases of suspected abuse, mistreatment, neglect, or exploitation to the proper authorities. Pharmacy staff will report all concerns of abuse or neglect by calling one of the following hotlines, which may be used by any person with concerns of abuse or neglect of another person:

- Texas Abuse Hotline 1-800-252-5400 (for patients residing in the state of Texas)
- National Abuse Hotline 1-800-799-7233 (for patients residing outside the state of Texas)

EMERGENCY PLANNING

This information has been provided by the pharmacy to help you plan your actions in case there is an emergency or natural disaster where you live. Many areas of the United States are prone to natural disasters like hurricanes, tornadoes, floods, and earthquakes.

Every patient using specialty medications should think about what they would do in the event of an emergency. Our goal is to help you plan so that we can try to provide you with the best, most efficient service during or following an emergency.

Know What to Expect

If you have recently moved to this area, take the time to find out what types of natural emergencies have occurred in the past, and what types might be expected.

- Find out what, if any, time of year these emergencies are more prevalent.
- Find out when you should evacuate, and when you shouldn't.

Your local Red Cross, local law enforcement agencies, and local news and radio stations usually provide excellent information and tips for planning.

Know Where to Go

One of the most important pieces of information you should know is the location of the closest emergency shelter.

These shelters are open to the public during voluntary and mandatory evacuation times. They are usually the safest place for you to go, other than a friend or relative's home in an unaffected area.

Know What to Take with You

If you are going to a shelter, there will be restrictions on what items you can bring with you. Not all shelters have adequate storage facilities for medications that need refrigeration.

We recommend that you call ahead and find out which shelter in your area will let you bring your medications and medical supplies, in addition, let them know if you will be using medical equipment that requires an electrical outlet.

During our planning for a natural emergency, we will contact you and deliver, if possible, at least one week's worth of medication and supplies. Bring all your medications and supplies with you to the shelter.

Reaching Us *if* There Are No Phones

How do you contact us during a natural disaster if the phone lines don't work?

- If there is warning of the emergency, such as a hurricane watch, we will make every attempt to contact you and provide you with an alternate cellular phone.
 - Cellular phones frequently work even when the regular land phone lines do not.
- If you have no way to call our cellular phone, you can try to reach us by having someone you know call us from his or her cellular phone.
 - Many times, cellular phone companies set up communication centers during natural disasters. If one is set up in your area, you can ask them to contact us.
- If the emergency was unforeseen, we will try to locate you by contacting your designated emergency contact person. If we still cannot reach you, we will try to contact you through local law enforcement agencies.

An Ounce of Prevention

We would much rather prepare you for an emergency ahead of time than wait until it has happened.

To do this, we need you to give us as much information as possible before the emergency. We may ask you for the name and phone number of a close family member, or a close friend

or neighbor, that can be used as an emergency contact. We may ask you where you will go if an emergency occurs.

- Will you go to a shelter, or a relative's home?
- If your doctor has instructed you to go to a hospital, which hospital will you go to?

Having the address of your evacuation site ahead of time, especially if it is in another city, may allow us to service your therapy needs through another pharmacy.

Helpful Tips

- Get a cooler and ice or freezer gel-packs to transport your medication.
- Get all of your medication information and teaching modules together and take them with you if you evacuate.
- Pack one week's worth of supplies in a plastic-lined box or waterproof tote bag or box. Make sure the seal is watertight.
- Make sure to put antibacterial soap and paper towels into your supply kit.
- If possible, get waterless hand sanitizer from the pharmacy or from a local store. It comes in very handy if you don't have running water.
- If you are going to a friend or relative's home during evacuation, provide their phone number and address to the pharmacy.
- When you return to your home, contact the pharmacy so we can see what supplies you need and set up any medication deliveries needed.

Resources For More information

There is much more to know about planning for and surviving a natural emergency or disaster. Review the information from FEMA at <https://www.ready.gov/plan>

This resource offers emergency preparedness tips, such as:

- Get informed about hazards and emergencies that may affect you and your family
- Develop an emergency plan
- Collect and assemble disaster supplies kit, which should include:
 - Three-day supply of non-perishable food
 - Three-day supply of water - one gallon of water per person, per day. Portable, battery-powered radio or television and extra batteries
 - Flashlight and extra batteries
 - First aid kit and manual
 - Sanitation and hygiene items (moist towelettes and toilet paper)

- Matches and waterproof container
- Whistle
- Extra clothing
- Kitchen accessories and cooking utensils, including a can opener
- Photocopies of credit and identification cards
- Cash and coins
- Special needs items, such as prescription medications, eyeglasses, contact lens solutions, and hearing aid batteries
- Items for infants, such as formula, diapers, bottles, and pacifiers
- Other items to meet your unique family needs
- Learn where to seek shelter from all types of hazards
- Include in your plan required information from community and school plans
- Learn what to do for specific hazards
- Practice and maintain your plan

Important Reminder

During any emergency situation, if you are unable to contact our pharmacy and you need your prescribed medication, equipment, or supplies, you must go to the nearest emergency room or other treatment facility for treatment.

HOME SAFETY

We want to make sure that your home as safe as possible. Many of our patients are limited in strength or unsteady on their feet. Some are wheelchair- or bed-bound. Here are some helpful and easy tips to help make your home safe.

Fire Safety and Prevention

- Smoke detectors should be installed in your home. Make sure you check the batteries at least once a year.
 - If appropriate, you may consider carbon monoxide detectors as well. Ask your local fire department if you should have one in your home.
- Have a fire extinguisher in your home, and have it tested regularly to make sure it is still in working order.
- Have a plan for escape in the event of a fire. Discuss this plan with your family.
- If you use oxygen in your home, make sure you understand the hazards of smoking near oxygen. Review the safety precautions. If you aren't sure, ask your oxygen

provider what they are.

- If you are using electrical medical equipment, make sure to review the instruction sheets for that equipment.

Electrical Safety

- Make sure that all medical equipment is plugged into a properly grounded electrical outlet.
 - If you have to use a three-prong adapter, make sure it is properly installed by attaching the ground wire to the plug outlet screw.
 - Use only good quality outlet "extenders" or "power strips" with internal circuit breakers.

Safety in the Bathroom

- Because of the smooth surfaces, the bathroom can be a very dangerous place, especially if you are unsteady on your feet.
- Use non-slip rugs on the floor to prevent slipping.
- Install a grab-bar on the shower wall, and non-slip footing strips inside the tub or shower.
- Use a shower bench, if needed, so you can sit while in the shower.
- If you have difficulty sitting and getting up, consider installing a raised toilet seat with arm supports to make it easier to get on and off the toilet.
- If you have problems sensing hot and cold, consider lowering the temperature of the water heater.

Safety in the Bedroom

- Install night-lights to help you find your way in the dark at night.
- If you are using an IV pole for any IV therapy, make sure that all furniture, loose carpets, and electrical cords are out of the way, so you do not trip and fall while walking with the pole.

Safety in the Kitchen

- Your kitchen should be organized so you can easily reach and use common items.
- Make sure you are careful lifting pots and pans. Not only might they be hot, but they can also be heavy. Use padded mitts to firmly grasp pans and pots on both sides.
- Ask your kitchen or hardware store about items that might be helpful in the kitchen, including:

- Electric can openers
 - Bottle and jar openers
 - Large-handled utensils
- When working at your stove, be very careful that IV tubing or oxygen tubing do not hang over the heat.

Getting Around Safely

- If you are using assistive devices, such as a cane or a walker while walking, here are some key points:
 - Install handrails on stairs to give you additional support if you are using a cane or are unsteady.
 - If you are using a walker, make sure that walkways are clear and wide enough to give you room to safely walk through.
 - If you are using a walker or wheelchair, you may need a ramp for getting into or out of your home. Ramps can be bought already made or may be built for you.

PREVENTING INFECTIONS

Infections are caused by being exposed to bacteria and germs in the environment around you. The pharmacy encourages the use of the following infection prevention techniques to reduce the risk of infection for yourself and others:

Practicing good hand hygiene

- Washing your hands with soap and water, or an alcohol-based hand sanitizer, is one of the best ways to prevent infections caused by bacteria and viruses that can be present on many common surfaces, such as door handles, pens, or other items in a community location or your home.

Practicing good respiratory hygiene

- Covering your cough or wearing a mask in public if you have any respiratory illness can help prevent the spread of infection to others.
- Covering your cough and washing your hands after using tissues at home can help prevent the spread of infections between family members.

Limiting exposure to blood and bodily fluids

- Covering open wounds and properly disposing of medical supplies and personal care

items that have blood or bodily fluids on them can help prevent the spread of infections carried in the blood.

- Using a sharps container or puncture-proof container to dispose of needles used for medication administration can help prevent family members from getting stuck by needles that have been exposed to blood.

Not sharing personal items with family members that can carry bacteria, such as:

- Razors, toothbrushes, drinking glasses, towels and washcloths, eating utensils; and, medical supplies.

Hand Hygiene Guidelines

General	<ul style="list-style-type: none"> • The best way to prevent the spread of infections is to clean your hands. • Wash your hands with soap and warm water whenever your hands are visibly dirty or have come into contact with body fluids such as blood. • If your hands are not visibly soiled, clean hands with an approved alcohol-based hand sanitizer.
Hand Sanitizer	<ul style="list-style-type: none"> • To clean your hands with an alcohol-based hand sanitizer, apply the product to the palm of one hand and rub your hands together, making sure to cover all surfaces of your hands and fingers. Continue rubbing until your hands are dry.
Hand Washing	<ul style="list-style-type: none"> • To wash your hands with soap, first wet your hands with warm water before applying soap to your hands. • Rub both hands together vigorously for at least 20 seconds. Make sure to cover all surfaces of your hands and fingers. • Rinse your hands with warm water and dry thoroughly. Use a paper towel to turn the sink faucet off.

*Always reference CDC recommendations for the most up to date information

HOW TO PLACE A MEDICATION ORDER

We will help you place a medication order. Your doctor may contact us at 903-592-8155 to submit a verbal order. We also accept faxes from your doctor's office.

HOW TO REFILL A MEDICATION

We will help you remember when it is time to refill your medication. We will call you to set up delivery when you have about seven (7) days of medication left. If you have not heard from us when you have five (5) days of medication remaining, please contact us at 903-592-8155.

HOW TO GET MEDICATIONS IN CASE OF AN EMERGENCY OR DISASTER

The pharmacy has an emergency plan to provide medications to our patients in case of an emergency or disaster. The pharmacy will make reasonable attempts to contact you following a disaster to ensure you have the medication and supplies you need. The following local services may be contacted if needed:

- Local pharmacy(ies) near you
- Local hospital(s) near you
- Local EMS office (911 Services)

HOW TO CHECK ON A MEDICATION ORDER

You may contact us at 903-592-8155 at any time to check on a medication order.

HOW TO HANDLE A MISSED DOSE OR MISSED MEDICATION DELIVERY

Contact the pharmacy at 903-592-8155 if you have missed a dose of medication to speak with a pharmacist to receive instructions on what to do based on the specific medication you are taking.

If you do not receive a delivery that you are expecting, contact the pharmacy at 903-592-8155 and we will assist with tracking the delivery and taking steps needed to ensure you receive the medication you need.

INFORMATION ON PRESCRIPTION DRUG SUBSTITUTIONS

Medications may be ordered by your doctor using the brand name of the medication and may also be ordered using the generic name. Both the brand name and the generic name contain the same amounts of the active medication ingredient and meet the same standards of strength, quality, and purity. Medications that meet these criteria are considered equal, even though they may look or taste different, have different packaging or labeling, or need to be

stored differently. If you have questions about medications you receive, contact us at 903-592-8155 and a pharmacy team member can review the medication with you.

HOW TO TRANSFER A PRESCRIPTION TO ANOTHER PHARMACY

Call us at 903-592-8155; give us the name of the medication, and the name and phone number of the pharmacy you wish to transfer the medication to, and we will start the transfer process. Our pharmacy team will contact the new pharmacy and provide the information needed to fill your prescription. We will inform you if the prescription has no remaining refills so you may contact your doctor for a new prescription.

HOW TO OBTAIN MEDICATIONS NOT AVAILABLE AT THE PHARMACY

The pharmacy will help you get medications that are not available at our pharmacy. We may transfer your prescription to another pharmacy that has the medication and provide them with the information needed to fill your prescription.

HOW WE HANDLE MEDICATION RECALLS

Upon receiving notification of a product recall, the pharmacy will take the following steps:

- Identify any patients that have received the medication being recalled
- If you have received the recalled medication, the pharmacy team will contact you or your care partner by telephone, as appropriate, to arrange for the exchange of medications and to educate you about the recall.
 - The pharmacy team will provide any education released by the manufacturer of the medication or by your doctor related to the recall.
- The pharmacy will attempt to notify you of any recalls that affect you in one of the following ways:
 - By phone or certified letter;
 - By contacting your emergency contact person; or,
 - By contacting your doctor's office.
- The pharmacy will remove the recalled medications from our shelf and follow the instructions provided by the manufacturer.

HOW TO DISPOSE OF MEDICATIONS

- Follow any specific disposal instructions on the medication label.
 - Do not flush prescription medications down the toilet unless the label specifically instructs you to do so.

- Take advantage of community medication take-back programs that allow the public to bring unused medications to a designated location for proper disposal.
 - Call your city or county government's household trash and recycling service to see if a take-back program is available in your community. The Drug Enforcement Administration (DEA), as well as many state and local law enforcement agencies, sponsor National Prescription Drug Take Back Days throughout the United States.
- If no instructions are given on the medication label and no take-back program is available in your area, follow these steps for safe disposal in the trash:
 - Take medications out of their original containers and mix them with an undesirable substance, such as used coffee grounds or kitty litter. The medication will be less appealing to children and pets, and unrecognizable to people who may intentionally go through your trash.
 - Put the medication in a sealable bag, empty can, or other container to prevent the medication from leaking or breaking out of a garbage bag.
- Additional tips:
 - Before throwing out a medicine container, scratch out all identifying information on the prescription label to make it unreadable. This will help protect your identity and the privacy of your personal health information.
 - Do not give medications to friends. Doctors prescribe medications based on a person's specific symptoms and medical history. A drug that works for you could be dangerous for someone else.
 - The same disposal methods for prescription medications apply to over-the-counter medications as well.
 - When in doubt about proper disposal, talk to your pharmacist.

HOW TO HANDLE ADVERSE REACTIONS

An adverse reaction can happen at any time and can be related to a new medication, or a medication that you have been taking for many years. Adverse reactions are unpredictable and unexpected responses that can require immediate medical care. Some examples of common symptoms related to adverse reactions include:

- Skin rashes, including hives, redness, or itching;
- Fever;
- Swelling of hands, lips, eyes, or tongue;
- Shortness of breath or wheezing;
- Itchy, watery eyes;

- Vomiting, diarrhea, or severe cramping;
- Dizziness or lightheadedness; and,
- Feeling like your heart is racing.

If any of these symptoms ever occur, or if any other new symptoms occur after taking your medication that were not present before taking the medication, call your doctor immediately. If any symptoms occur that include swelling of the face or mouth or difficulty breathing, call 911 immediately. All reactions and new symptoms related to your medication should be reported to your doctor and the pharmacy as soon as possible, before taking the next dose of medication.

To report an adverse reaction to the pharmacy, call 903-592-8155 and ask to speak to a pharmacy staff member.

The pharmacy staff member will review your symptoms with you and help create a plan to prevent future adverse reactions. This plan could include offering you education on common preventative measures if a known and manageable adverse reaction is reported or contacting your doctor for instructions that may involve discontinuing the medication or modifying the dose.

ADVANCED DIRECTIVES

Advance directives are legal documents that allow you to convey your decisions about end-of-life care ahead of time. They provide a way for you to communicate your wishes to family, friends, and health care professionals, and to avoid confusion later on. Advanced directives can also give the person you name as your agent the authority to make any and all health care decisions for you in accordance with your wishes, including your religious and moral beliefs, when you are no longer capable of making them yourself.

For more information on advanced directives in the state of Texas, visit the Texas Health and Human Services website at <https://www.hhs.texas.gov/formas/advance-directives>

COMPLAINTS AND GRIEVANCES

You may submit a complaint or grievance without concern for discrimination or unreasonable interruption of service. To submit a complaint or grievance, please call 903-592-8155 and ask to speak to a pharmacy staff member. If your complaint is not resolved to your satisfaction within five (5) business days, you may initiate a formal grievance, in writing by using the email address below. Within five (5) days of receiving the concern, we will contact you to notify you that the complaint has been received. Within fourteen (14) days, we will provide written notification to you of the results of our investigation.

You have the right to voice complaints regarding pharmacy services by contacting NuTech and speaking directly to any staff member by phone or 24 hours a day/7 days a week by email 24 hours a day/7 days a week.

- Phone: 903-592-8155
- Email: tyler@nutechrx.net

U.S. Department of Health and Human Services – 24 hours a day/7 days a week:

- Phone: Monday-Friday, 8 a.m.-5 p.m. 1-800-368-1019
- Online: <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>
- Mail: U.S. Department of Health and Human Services, 200 Independence Avenue, SW Room 509F, HHH Building, Washington, D.C. 20201

Medicare – 24 hours a day/7 days a week:

- Phone: 1-800-MEDICARE (1-800-633-4227)
- Online: www.medicare.gov
- Mail: Medicare Contact Center Operations, PO Box 1270, Lawrence, KS 66044

The Joint Commission– 24 hours a day/7 days a week

- Phone: 800-994-6610
- Online: <https://www.jointcommission.org/resources/patient-safety-topics/report-a-patient-safety-concern-or-complaint/>
- Mail: Office of Quality and Patient Safety, The Joint Commission, One Renaissance Boulevard, Oakbrook Terrace, Illinois 60181

Texas State Board of Pharmacy– 24 hours a day/7 days a week

- Phone: 800-821-3205
- For contact information for other State Boards of Pharmacy, please go to <https://nabp.pharmacy/>

PATIENT BILL OF RIGHTS AND RESPONSIBILITIES

As a NuTech Patient, You Have the Right To:

- Be given information regarding all your rights and responsibilities.
- Be given appropriate and professional quality services without discrimination against your race, creed, color, national origin, religion, gender, sexual orientation, handicap, or age.
- Be given complete and current information concerning your diagnosis, treatment, risks, and anticipated outcomes to give informed consent before starting any treatment, including your right to accept or refuse service.
- Have property and person treated with respect, dignity, courtesy, and fairness without discrimination by all staff.
- Be free from mental, verbal, sexual, or physical abuse, including unknown injuries, as well as mistreatment, neglect, and misappropriation of property.
- Speak with a clinician about any questions or concerns about your medication.
- Receive professional, honest, and ethical care in accordance with physician and advanced practitioner orders.
- Choose your healthcare providers, including attending physicians, referring physicians, and specialists, if applicable.
- Be fully informed of the services being provided and the estimated fees for those services and any financial benefits available upon referral.
- Be informed of any fee changes no later than 30 days after the pharmacy is made aware of the change.
- Participate in your treatment plan and be advised of any change in the care or services provided prior to the change being made.
- Refuse treatment within the confines of the law and be informed of the consequences of refusing treatment.
- Be ensured that all medical, social and, financial records and documentation will be treated with privacy and confidentiality.
- Be informed regarding the disclosure of clinical records policy.
- Be informed of your rights under state law to formulate advanced directives.
- Receive services from personnel who are qualified to provide those services and identifiable through proper identification.
- Be informed of any limitations of services and care provided.
- Be informed within a reasonable timeframe regarding the anticipated termination of services or plans for transfer to another provider.
- Be informed of what to do and the resources available in the event of an emergency.
- Be assisted and receive special consideration for language barriers to achieve proper

understanding of services provided.

- Voice concerns, complaints, or file grievances without fear of discrimination or retaliation by any staff member.

As a NuTech Client, You Have the Responsibility To:

- Notify the pharmacy of any schedule changes that may need to be made prior to a scheduled appointment.
- Notify the pharmacy of any problems, concerns, or dissatisfaction with the services provided.
- Ask questions or request additional information if you do not understand what you have been told about your care or treatment plan.
- Follow the plan of services and accept responsibility for the neglect or refusal of services.
- Follow all policies and procedures while considering the rights of other patients, pharmacy employees, and pharmacy property.
- Provide accurate and complete information concerning your present medical condition, including changes to your medical condition.

HIPAA PRIVACY NOTICE

This notice describes how medical information about you may be used and disclosed and how you can get access to this information. The terms “information” and “health information” include any information we have that reasonably can be used to identify you and that relates to your physical or mental health condition, the health care you receive, or the payment for such health care. Please review it carefully.

It is the policy of NuTech to keep all your medical and personal information confidential. We must use or disclose your health information to provide information to:

- You or someone who has the legal right to act for you (your personal representative), to administer your rights as described in this notice; and,
- The Secretary of the U.S Department of Health and Human Services, if necessary, to make sure your privacy is protected.

NuTech may also use and disclose your health information for:

- **Treatment:** We will share your medical information with other medical providers who are involved in your care (including hospitals, pharmacies and clinics), to aid in your treatment and to coordinate your care with others.
- **Payment:** We may use and disclose health information when it is needed to receive payment for services provided to you. For example, if you have Medicaid benefits or private insurance, we will release the minimum information necessary for the insurance program to pay us.
- **Healthcare Operations:** We may use or disclose health information as needed to operate and manage our business activities related to providing and managing your health care. For example, we might analyze your information to determine ways to improve our services. We may also de-identify health information in accordance with applicable laws. After that information is de-identified, it is no longer subject to this notice, and we may use it for any lawful purpose.

Under limited circumstances, NuTech may use or disclose your health information for the following purposes:

- As required by law. We may disclose information when required to do so by law.
- To persons involved with your care. We may use or disclose your health information to a person involved in your care or who helps pay for your care, such as a family member, when you are incapacitated or in an emergency.
- To health oversight agencies for activities permitted by law, such as licensure, governmental audits, and fraud and abuse investigations.
- For public health activities such as reporting or preventing disease outbreaks. We may also disclose your information to the Food and Drug Administration (FDA) for purposes related to safety or quality issues, adverse events or to facilitate drug recalls.
- To avoid a serious health or safety threat to you, another person, or the public. For example, disclosing information to public health agencies or law enforcement

authorities, or in the event of an emergency or natural disaster.

- For Workers' Compensation as permitted by, or to the extent needed to comply with, state workers' compensation laws that govern job-related injuries or illness.
- To business associates that perform activities on our behalf or provide us with services if the information is necessary for such activities or services. Business associates are required, under contract and pursuant to deferral law, to protect the privacy of your information and are not allowed to use or disclose any information other than as stated in our contract and permitted by law.
- For law enforcement purposes. We may disclose your health information to a law enforcement official for purposes such as providing limited information to locate a missing person or report a crime.
- For reporting victims of abuse, neglect or domestic violence to government authorities that are permitted by law to receive such information, including social services or protective service agencies.
- For research purposes related to evaluating certain treatments or to prevent disease or disability if the research study meets federal privacy law requirements.

Under any circumstances other than those listed above, NuTech will ask for your written authorization before we use or disclose your health information.

As a client of NuTech, you have the right to:

- Restrict uses or disclosures of your information for treatment, payment, or health care operations. Please note that while we will try to honor your request, there are some disclosures of health information that are required by law and to process your insurance benefits.
- Restrict disclosures to family members or to others who are involved in your health care or payment for your health care.
- Receive a list of persons or organizations to whom we released your information to within the past six (6) years before your request.
- Request confidential communication by asking us to send information by alternative means or at alternative locations.
- Inspect and obtain a copy of your medical record.
- Ask to amend incorrect information in your medical record if you believe the information is wrong or incomplete.
- Revoke your written permission for release of information.
- Receive notification if your unsecured health information is breached.
- Receive a paper copy of this privacy notice.

NuTech's Responsibilities- Federal law requires NuTech to:

- Maintain the confidentiality of your protected health information.
- Provide you with a copy of this notice.
- Abide by the terms in this notice.

- Only change this notice as permitted by federal rules.
- Provide you with a way to file complaints regarding privacy issues

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