

# Notice of Privacy Practices

## HIPAA Information

**THIS NOTICE DESCRIBES HOW YOUR MEDICAL INFORMATION MAY BE USED AND DISCLOSED AND HOW YOU CAN ACCESS THIS INFORMATION. PLEASE REVIEW IT CAREFULLY.**

## How We Use and Disclose Your PHI

- **For Treatment** – We may share PHI with healthcare providers involved in your care.
- **For Payment** – We may use PHI to bill and collect payment from your health insurance plan or other payers.
- **For Healthcare Operations** – We may use PHI for quality improvement, audits, accreditation, and operational purposes.
- **With Individuals Involved in Your Care** – We may disclose PHI to family members, caregivers, or others involved in your healthcare, if you agree or do not object.
- **With Business Associates** – We may share PHI with third-party service providers under legally required Business Associate Agreements to ensure PHI protection.

## Other Situations Where We May Disclose PHI

- **Legal Requirements** – We may share PHI if required by federal, state, or local law.
- **Public Health and Safety** – We may disclose PHI to report disease outbreaks, medication recalls, or exposure to communicable diseases.
- **Victims of Abuse, Neglect, or Domestic Violence** – If we believe you are a victim, we may notify authorities when legally required.
- **Judicial and Administrative Proceedings** – We may share PHI in response to court orders, subpoenas, or legal processes.
- **Law Enforcement** – PHI may be shared with law enforcement agencies as required by law.
- **Health Oversight Activities** – PHI may be disclosed for audits, investigations, and licensing reviews.
- **Coroners, Medical Examiners, and Funeral Directors** – We may provide PHI to assist in identifying a deceased person or determining a cause of death.
- **Correctional Institutions** – If you are an inmate, we may disclose PHI to correctional facilities for security or healthcare purposes.
- **Serious Threat to Health or Safety** – PHI may be disclosed if necessary to prevent serious harm to an individual or the public.
- **Research** – PHI may be used in research under strict conditions to protect your privacy.
- **Government Functions** – We may share PHI with authorized federal officials for national security or military purposes.
- **Workers' Compensation** – We may disclose PHI as required by laws governing work-related injuries or illnesses.
- **De-Identified Information** – PHI that has been stripped of personal identifiers may be used or shared without restriction.

## Your Rights Regarding PHI

- **Right to Receive a Copy of This Notice** – You can request a copy of this Notice at any time by calling 844-MAKO-LAB or writing to: HIPAA Privacy Officer, Mako Medical Laboratories, 4901 Glenwood Ave, Suite

300, Raleigh, NC 27612.

- **Right to Request Restrictions on PHI Use and Disclosure** – You can request limits on how we use or share your PHI.
- **Right to Request Confidential Communications** – You may ask us to contact you at an alternative address or through a different method.
- **Right to Access and Obtain Copies of Your PHI** – You can request a copy of your PHI, including laboratory test results.
- **Right to Request an Accounting of Disclosures** – You may request a list of certain PHI disclosures made in the past six years.
- **Right to Request Amendments to Your PHI** – If you believe your PHI is incorrect or incomplete, you may request a correction.

## Information Breach Notification

Mako is required to notify you if a breach compromises the security of your unsecured PHI, unless a risk assessment determines a low probability of compromise.

## How to Contact Us or File a Complaint

If you have questions about this Notice, or if you wish to file a complaint about how we handle your PHI:

- **Call:** 844-MAKO-LAB and ask for the Privacy Officer
- **Mail:** Privacy Officer, Mako Medical Laboratories, 4901 Glenwood Ave, Suite 300, Raleigh, NC 27612

You may also file a complaint with the U.S. Department of Health and Human Services. Mako will not retaliate against you for filing a complaint.

## Changes to This Notice

Mako reserves the right to update this Notice at any time. Changes will apply to all PHI we maintain. The latest version will always be available on our website: [www.makomedical.com](http://www.makomedical.com)