

**SPECIALTY
PHARMACY
PATIENT PACKET**



Specialty Pharmacy Patient Packet

Table of Contents

Welcome.....	2
About Us.....	3
Our Services.....	5
How to Use Our Services.....	7
Patient Rights and Responsibilities.....	8
The Billing Process.....	9
General Information and Tips for Success.....	10
Disposing of Your Medications and Supplies.....	10
EMERGENCY PREPAREDNESS INFORMATION	
Additional Helpful Tips.....	11
What to Know to Stay Well.....	12
Notice of Privacy Practices	
How We Use and Share Your Health Information.....	13



Welcome

Thank you for being a patient of the Pikeville Medical Center Specialty Pharmacy.

The Specialty Pharmacy is designed to give patients the attention and support they need to be successful with their treatment. You can count on our guidance, compassion, and education throughout your therapy.

A specialty medication is one that:

- Requires extra attention from your health care team
- May treat a rare, serious, or chronic condition
- May be expensive
- May be given orally, by injection, infusion, or topically

As a Pikeville Medical Center Specialty Pharmacy patient, you have access to our specialized pharmacy services:

- Help with your medications 24 hours a day, 365 days a year.
- Assistance to your doctor in customizing your therapy to your condition.
- One-on-one counseling with our pharmacy staff at the pharmacy, over the phone, or both.

- Educational materials to help make sure all your questions about the medication are answered.
- Help with your insurance and financial support programs.
- Refill reminders tailored to your preference.
- Free home delivery services and pick-up options that are convenient for you and your schedule.

What to expect:

- You will be contacted by members of the pharmacy team to eliminate or minimize any gaps in your therapy.
- We will partner with you and your provider to achieve therapy treatment goals.
- We will conduct a thorough review of your medications which includes an accurate listing of your current prescriptions, over the counter, herbal or homeopathic medications.
- We will conduct screenings for any potential drug interactions and disease state concerns.



About Us

Overview of our Services

Pikeville Medical Specialty Pharmacy offers pharmacy services to address the needs of patients. Our care team is made up of clinical pharmacists and technicians specially trained in your condition.

We offer support by:

- Explaining how your medication will improve your condition
- Providing how and when to take your medication
- Providing free consultations by phone and in-person
- Helping manage side effects
- Providing refill reminder calls
- Providing free delivery of your specialty medications to the location of your choice
- Addressing your treatment concerns
- Understanding your insurance benefits and financial assistance programs

We are committed to providing you with quality specialty pharmacy services.

Location

Pikeville Medical Center Specialty Pharmacy is located at Pikeville Medical Center 911 Bypass Road, Building E, Suite 2, Pikeville, KY 41501

Contact Information and Hours of Operation

Pikeville Medical Center Specialty Pharmacy is open Monday through Friday from 9am until 5pm. Pikeville Medical Center Outpatient Pharmacy is open 24 hours per day, 7 days per week.

After-Hours Services

If you have an emergent concern or situation, please contact 911 or go to your nearest emergency room. If you have an urgent request or question for the Specialty Team during after hours, please contact our Outpatient Pharmacy at 606-218-3576 and ask to speak to a pharmacist. They will help you with questions you may have. Alternatively, they will notify a member of the Specialty Pharmacy Team with your question.

We offer 24-hour pharmacist support for any after-hours clinical questions.

You may contact us at any time:

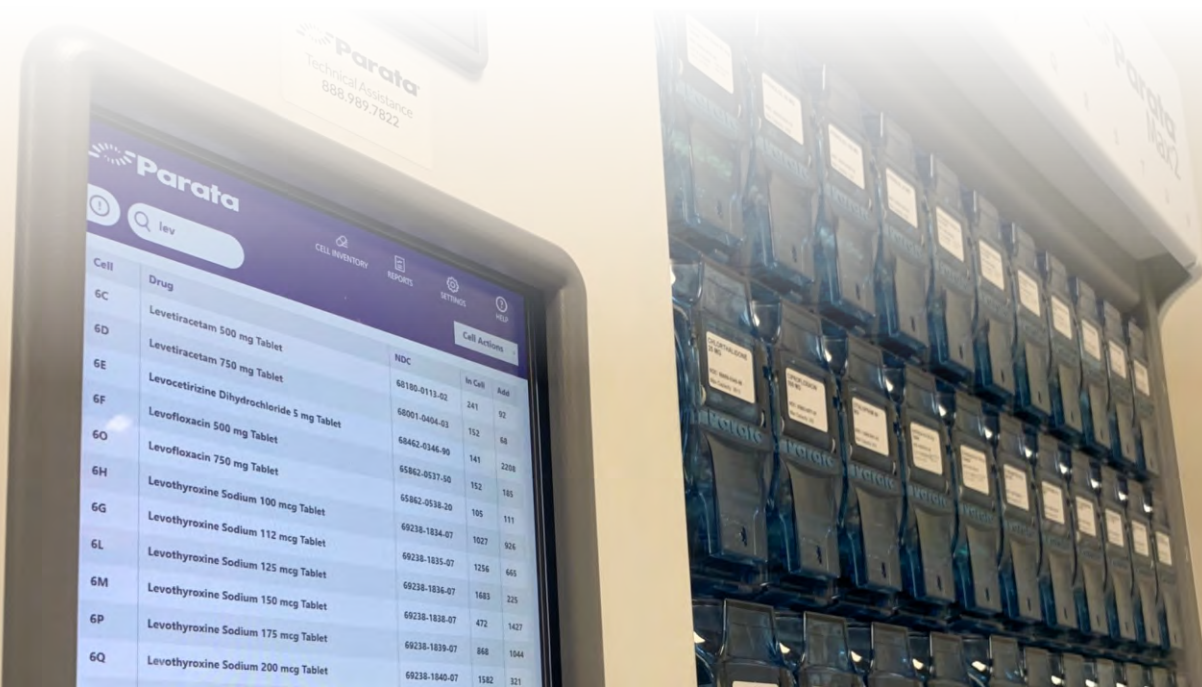
1-888-PMC-KYRX (1-888-762-5979)

www.pikevillehospital.org/services/specialty-pharmacy/
SpecialtyPharmacy@pikevillehospital.org

Hours: Monday through Friday, 9:00 am - 5:00 pm

We are closed on the following holidays, but offer on-call services for these dates:

- Retail open 24/7/365
- New Year's Day (January 1)
- Memorial Day (the last Monday in May)
- Independence Day (July 4)
- Labor Day (first Monday in September)
- Thanksgiving (fourth Thursday in November)
- Friday after Thanksgiving
- Christmas Day (December 25)



About Us

We Value Your Feedback

Patient satisfaction is important to us and your opinion matters. We want to know what we can do to better serve you. A member of our pharmacy team may contact you to ask for your feedback about the quality of care you have received from the Pikeville Medical Center Specialty Pharmacy. Feedback is important for us to improve, so please share.

Patient Complaints, Concerns, or Issues

You have the right and responsibility to express concerns, complaints, or dissatisfaction about the services you have received without fear of repercussions or an unreasonable interruption of services. We want to resolve any concerns or issues you experience as quickly as possible. If your issue remains unsolved, please contact the Pikeville Medical Center Specialty Pharmacy at 888-PMC-KYRX (888-762-5979). If an issue should arise outside of our normal business hours and have an immediate concern, your call will be forwarded to a member of our outpatient pharmacy staff for help. If our staff is unable to resolve your concern our Outpatient staff will transfer you to our Specialty Pharmacy Manager or the Specialty and Ambulatory Pharmacy Director.

You may also contact the Customer Service Representative for Pikeville Medical Center at 606-218-3500. The Customer Service Representative will document your concerns and look into your concern. You may also contact the Customer Service Representative via mail at 911 Bypass Road, Building E Pikeville, KY 41501. If you are still not satisfied you may contact our PMC Risk Management Department, accrediting body, or the Board of Pharmacy.

PMC (Pikeville Medical Center) Complaint Department:
Risk Manager: 606-218-3500 ext. 4629

Accreditation Commission for Health Care (ACHC):
855-937-2242

Kentucky Board of Pharmacy:
502-564-7910

OUR SERVICES

To access any of our services simply call us at 1-888-PMC-KYRX (888-762-5979) (toll-free) during our regular business hours and ask for one of our Specialty Pharmacy Team Members. You may also find answers to your questions on our website at www.pikevillehospital.org/services/specialty-pharmacy/

Our staff is always ready to help with:

- Information on picking up your prescription
- Reordering your medications
- Verifying the status of your prescription
- Transferring your prescription if we cannot supply therapy for you
- Transferring your prescription from another pharmacy to our pharmacy
- Verification of the status of your delivery, and
- Many other questions

Refill Reminders

A member of our team will call you with refill reminders 5-7 days before you are scheduled to run out of medication. You can also contact the specialty pharmacy at any time to request a refill.

Convenient Pickup and Delivery Options

Once your prescription is ready, we offer several delivery options for your convenience:

- Pick-up in person at the Pikeville Medical Center at 911 Bypass Road, Building E., Pikeville, KY 41501
- Overnight delivery (can choose to require signature)

All specialty medications will be delivered with no delivery fee. We will coordinate the delivery of your specialty medications to your home or an approved alternate location. If your medication requires special handling or refrigeration, we will package and ship it accordingly.

If you cannot be there to accept the package, we can arrange for it to be left either at your home or at an approved alternate location. If you miss your delivery, please let us know and we will work with you to reschedule your delivery.

Pikeville Medical Center Specialty Pharmacy will make every effort to deliver your medications early if a weather warning is in place. A member of our pharmacy team will try to contact you, in order of disaster priority, with any special instructions. Please make sure you have a secondary contact on file to prevent gaps in therapy

Support Tools and Products

Our team will provide the tools and products you need to succeed in your treatment. These may include patient education sheets, teaching materials provided by manufacturers, disposal containers, and other supplies associated with the administration of your medication.

What to do in the event of a medication recall

If there is a recall on one of your medications, we will follow these steps:

- Review our inventory and records to see if we have the medication in stock
- Remove and quarantine any stock of the medication in the pharmacy
- Follow the steps recommended by the manufacturer and document the steps with the date completed and the signature of the person completing the form
- Contact any patient that may have potentially received the recalled medication either by phone or certified letter. If you have taken the medication, we will contact your prescriber



OUR SERVICES



What to do if you feel you may be having an adverse reaction to your medication

If you feel you are experiencing an adverse drug reaction with medical symptoms such as shortness of breath, skin rash, hives, fever, swelling, wheezing that requires urgent attention, you should be seen in a local emergency room, or call 911. Please contact the pharmacy the next business day and inform our staff of the reaction and any actions that may have been taken.

What to do if you suspect a medication error

Medication errors are serious matters that need to be addressed as soon as they are discovered. If you suspect there has been an error with your medication, please contact the Specialty Pharmacy at once and ask to speak with the pharmacist or the Specialty Pharmacy Manager.

Language and Cultural Services

We are committed to welcoming diversity and complying with standards for Language & Cultural Services. Pikeville Medical Center Specialty Pharmacy can provide trained, qualified medical interpreters at no cost to our patients/families to provide an effective means of communication for those who are:

- Limited-English Proficient (LEP)
- Deaf/Hard of Hearing (HOH), or
- Have other communication challenges

We are also focused on providing resources and education that support the practice of culturally competent care within our organization to diverse patient populations. Please notify a pharmacy staff member if you have a preferred language or mode of communication other than English, or for any additional communication or cultural needs.

Patient Management Program

The Patient Management Program (PMP) is a program that our specialty pharmacy has put together to help you get the most from your medication. Upon admission to Pikeville Medical Center Specialty Pharmacy, you will be automatically enrolled in our PMP which is customized to your disease and therapy. The program is designed to maximize your opportunity for a positive outcome and minimize any negative effects from your specialty therapy by improving compliance to therapy and reducing adverse events and potential complications in patients that participate. Specialty medications are often considered high-risk medications because of their high cost, high frequency for side effects, and in some cases difficult, administration processes. By participating in the PMP, our clinicians will be able to monitor your response more closely to therapy, more quickly identify any side effects or other areas of concern, and work with your prescriber to address these areas of concern. Also, your participation in the PMP allows our reimbursement team to better provide you with access to all patient assistance programs that are available to you. The PMP is one of the many services we offer and is free of charge to you.

Our Personalized Approach

- ✓ Side effect management through regular check-in phone calls from our staff
- ✓ Proactive refill call reminders
- ✓ Prompt communication with your healthcare team should issues arise
- ✓ Proven clinical guidelines utilization
- ✓ Financial assistance facilitation
- ✓ Participation does not replace going to your regularly scheduled physician or nurse practitioner clinic visits or your routine refill calls to schedule your delivery

OUR SERVICES

Opting out of the Patient Management Program

Ongoing participation in the program is highly encouraged. However, you may choose to opt-out of the Patient Management Program at any point in your therapy. You may also choose to opt back into the program at any point if you have opted-out. To opt-into or out of the PMP, simply tell any staff member and they will connect you with the pharmacist to make the appropriate notifications in your electronic patient record.

Patient Management Program Rights and Responsibilities

As a participant of the Patient Management Program, you have the following rights and responsibilities. Some of these will overlap with your general patient rights and responsibilities reported elsewhere in this packet.

1. The right to have personal health information shared with the patient management program only in accordance with state and federal law
2. The right to identify the program's staff members, including their job title, and to speak with a staff member's supervisor if requested
3. The right to speak to a health professional
4. The right to receive information about the patient management program
5. The right to decline participation, revoke consent or disenroll at any point in time
6. The responsibility to submit any forms that are necessary to participate in the program, to the extent required by law
7. The responsibility to give accurate clinical and contact information and to notify the patient management program of changes in this information
8. The responsibility to notify your treating provider of your participation in the patient management program, if applicable.

Clinical Support

A trained specialty pharmacist will explain your medication, either during your clinic visit or over the phone. We are also available to answer questions, provide education on self-administration, and communicate with your provider as needed. Our pharmacists are available 24 hours a day to address any medication issues after hours.

HOW TO USE OUR SERVICES

Filling a New Prescription

In most instances, your provider will electronically send a prescription to our pharmacy when your treatment is prescribed in the office or clinic. We can also fill prescriptions written on paper or verbally when called to the pharmacy by the office of your provider. We can also contact your provider to attempt to obtain a new prescription at your request or when you are out of refills. Once the prescription is received, reviewed and reimbursement is arranged, we will fill your prescription.

Ordering Refills

A specialty pharmacy technician will contact you before your medication is scheduled to run out. We will check on your progress, ask about any side effects, verify dosage, and determine the shipment of your next refill. Payment is required before your medication can be shipped. You can also pick up your prescription at the pharmacy at your convenience. Please call 888-PMC-KYRX (888-762-5979) during our normal business hours if you have questions or need help.

Medications Not Available at Pikeville Medical Center Specialty Pharmacy

Pikeville Medical Center Specialty Pharmacy has access to and stocks a wide range of specialty medications. If we are not able to assist you in obtaining your prescription medication due to manufacturer restrictions, backorders, or other limitations, we will work with you and another pharmacy to ensure you receive your prescription medication.

Prescriptions that must be transferred to another Specialty Pharmacy

If we cannot fill your prescription for any reason, we will transfer it to a pharmacy of your choice that can supply the medication.

Medication Substitution

If applicable, you will be provided information about any less expensive generic substitutions for any medications we provide. You may choose to either accept the generic substitution, or request the brand name product. If you select the brand name product and your prescriber has indicated that generic substitution is acceptable, then you may have a much higher co-pay.

PATIENT RIGHTS AND RESPONSIBILITIES



As a patient of Pikeville Medical Center Specialty Pharmacy, you have the following right and responsibilities. If you feel any of these rights have not been provided, please contact our Specialty Pharmacy at 888-PMC-KYRX (1-888-762-5979)

Patient Rights

- Be informed in advance about care/service to be provided, including the disciplines that furnish care and the frequency of visits, as well as any modifications to the plan of care
- Be informed in advance, both orally and in writing, of care being provided, of charges including payment for care/service expected from third parties, and any charges for which the patient will be responsible
- Receive information about the scope of services that the organization will provide and specific limitations on those services
- Participate in the development and periodic revision of the plan of care
- Refuse care or treatment after the consequences of refusing care or treatment are fully presented
- Be informed of patient rights under state law to formulate an Advanced Directive, if applicable
- Have one's property and person treated with respect, consideration, and recognition of patient dignity and individuality
- Be able to identify visiting personnel members through proper identification
- Be free from mistreatment, neglect, or verbal, mental, sexual, and physical abuse, including injuries of unknown source, and misappropriation of patient property

- Voice grievances/complaints about treatment or care or lack of respect of property, or recommend changes in policy, personnel, or care/service without restraint, interference, coercion, discrimination, or reprisal
- Have grievances/complaints about treatment or care that is (or fails to be) furnished, or lack of respect of property investigated
- Confidentiality and privacy of all information contained in the patient record and of Protected Health Information (PHI), as provided for by law
- Be advised of the agency's policies and procedures regarding the disclosure of clinical records
- Choose a healthcare provider, including an attending physician, if applicable
- Receive appropriate care without discrimination in accordance with physician's orders, if applicable
- Be informed of any financial benefits when referred to an organization
- Be fully informed of one's responsibilities

Patient Responsibilities

- Submit forms that are necessary to receive services
- Provide accurate medical and contact information and any changes
- Notify the treating provider of participation in the services provided by the organization
- Notify the organization of any concerns about the care or services provided

THE BILLING PROCESS

Insurance Navigation and Financial Support

Specialty medications are often expensive and require additional steps to be approved by insurance. These additional steps are called a “prior authorization” and may require supporting documentation from your prescriber to be approved. Our pharmacy team will work with your insurance company and your provider to get the prescription authorized. If your insurance co-pay is unaffordable, we will work with the financial support resources to possibly lower your out-of-pocket expense.

Insurance

Pikeville Medical Center Specialty Pharmacy can accept and bill most insurance companies. If your insurance requires you to use another pharmacy, we will work with you to transfer your prescription to that pharmacy and you have access to your medication.

Co-pays and Financial Assistance

Pikeville Medical Center Specialty Pharmacy will bill your insurance company for you. However, you may still owe a portion of the cost, which is called a co-payment or coinsurance. You will be responsible for paying your co-payment when you order your medication or refills. We will inform you of the exact amount you need to pay. If you are out of network with our pharmacy, we will provide you with the out of network cost.

If your co-payment is not affordable, we will work with you and available financial support resources will attempt to lower your out-of-pocket expense. You will always be informed of the exact amount that you are responsible to pay for your prescription.

Payment Options

If you are responsible for a co-payment, or any balance after financial assistance, we accept all major credit cards. We also accept cash, personal checks, and flexible spending or health savings accounts. If for any reason you still owe a balance, the balance will need to be paid before your next refill.



GENERAL INFORMATION & TIPS FOR SUCCESS

Before taking your medication, let us know if you:

- Have any drug allergies, unusual reactions to medication, food, or other substances such as latex
- Are taking any over-the-counter medications or herbal products such as vitamins, supplements, or dietary aids
- Are taking any prescription medications
- Are maybe or are trying to become pregnant
- Are breast-feeding
- Are on a special diet

What you should know about your medication:

- The name of your medication and what it is used for
- How to take it, what time of day, and for how long
- How long it will take your medication to start working
- What kind of side effects to look for and what to do if you experience them
- What to do if you miss a dose
- How to store your medications and if there are any specific storage requirements
- How to dispose of your medication and supplies
- Whether the medication can be taken with or without food



GENERAL INFORMATION & TIPS FOR SUCCESS

DISPOSING OF YOUR MEDICATIONS & SUPPLIES

How to Dispose of your unused medications

Should you need to dispose of unused medications, our staff will assist you in finding dates and locations of prescription medication "Take-Back Programs" or the unused medications can be mixed into cat litter or used coffee grounds and then placed in a sealed container. The sealed container can then be disposed of in your household trash.

If you need to dispose of unused or expired medications, there are options. Many offices and pharmacies offer services to help you with disposal. Please contact one of the agents below to get more information about how, when, and where to dispose of these medications.

PMC Specialty Pharmacy
911 Bypass Road, Building E, Pikeville KY 41501
888-PMC-KYRX (888-762-5979)

Pikeville Police Department
101 Division Street Pikeville KY 41501
606-437-6236

DEA (Drug Enforcement Administration)
Diversion Control Division
800-882-9539

KY State Police, Post 9
3499 North Mayo Trail, Pikeville KY 41501
606-433-7711

How to Dispose of Chemotherapy or Hazardous Drugs

DO NOT throw chemotherapy or hazardous drugs in the trash or flush it down the toilet.

Unused chemotherapy or hazardous drug can be returned to your provider's office or pharmacy for disposal.

You can also contact your local health department or waste collection service for disposal instructions:

Pike County Health Department
119 W River Dr, Pikeville, KY 41501
606-437-5500

Pike County Solid Waste Department
146 Main St (0.70 mi)
Pikeville, Kentucky 41501
606-432-6245

How to Dispose of Home-Generated Biomedical Waste

Home-generated biomedical waste is defined as any type of syringe, lancet, or needle used in the home to inject medication or draw blood. Special care needs to be taken with the disposal of these items to protect you and others from injury, and to keep the environment safe and clean. If your therapy involves the use of needles, an appropriately sized sharps container will be provided.

Needle-Stick Safety

- Do not use a needle more than once
- Never put the cap back on a needle once removing
- Throw away used needles immediately after use in a sharps disposal container
- Plan for safe handling and disposal before use
- Keep out of the reach of children and pets
- Report any needle sticks or sharps-related injuries to your physician

Sharps Containers

After using your injectable medication, place all needles, syringes, lancets, and other sharp objects into a sharps container. Do not place sharp objects such as needles or syringes into the trash unless they are contained within a sharps container. Do not flush them down the toilet. If a sharps container is not available, a hard plastic or metal container with a screw-on top or another tightly securable lid (for example, an empty hard can or liquid detergent container) could be used.

Disposal

Check with your local waste management collection service or public health department to verify disposal procedures for sharps containers in your area. You can also visit the Centers for Disease Control and Prevention (CDC) Safe Community Needle Disposal website at [cdc.gov/needledisposal](https://www.cdc.gov/needledisposal).



EMERGENCY PREPAREDNESS INFORMATION



Know What to Expect and What to Do

Know what the most common emergencies are in your area and what you should do if one occurs. If the emergency requires you to evacuate, please remember to take your medications with you (with ice and a cooler if your medication requires refrigeration) and let us know to where you have evacuated so that we can address potential gaps in your therapy. If you miss your medication delivery for any reason (not available, cannot get to your home or any other reason), please call the pharmacy as soon as possible and we will do our best to assist you.

Know Where to Go

One of the most important pieces of information you should know is the location of the closest special needs shelter. These shelters are opened to the public during voluntary and mandatory evaluation times and specialize in caring for patients with special medical needs. They are usually the safest place to go if you cannot get to a friend or family member's home.

Reaching Us

If the pharmacy must close due to a disaster, we will provide instructions on contacting our staff and other valuable information on our answering machine message.

If the emergency was unforeseen

We will try to locate you using the numbers you provided to determine your safety and location. If travel is restricted due to damage from the disaster, we will attempt to alert you through the alternative phone numbers you provide.

Your local Red Cross

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

An Ounce of Prevention...

We would much rather prepare you for an emergency ahead of time than wait until it has happened and then send you the supplies you need. 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, a close friend, or neighbor. 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 prescriber has instructed you to go to a hospital, which one is it?

Additional Helpful Tips

Make a personal disaster kit! Include in your kit:

- Include an accurate medication list in your kit
- A small supply of any over the counter medications that you often use
- The phone numbers of your prescriber, our dispensary, and any other emergency services or contacts are written down, the internet may not be available.
- Bottled water
- Hand sanitizer, soap, and paper towels
- Any non-perishable snacks that you may need
- Flashlight

For More information

- Additional emergency preparedness information can be found on the FEMA website at fema.gov

WHAT TO KNOW TO STAY WELL

Handwashing:

Keeping hands clean is one of the most important steps to staying well.

Basic handwashing with soap and water will reduce the spread of germs significantly. If the water is unclear, hand sanitizer should be used.

When should you wash your hands?

- Before, during, and after preparing food
- Before eating food
- Before and after caring for someone who is sick
- Before and after treating a cut or wound
- After using the toilet
- After changing diapers or cleaning up a child who has used the toilet
- After blowing your nose, coughing, or sneezing
- After touching an animal, animal feed, or animal waste
- After handling pet food or pet treats
- After touching garbage

How should you wash your hands?

- **Wet** your hands with clean, running water (warm or cold), turn off the tap, and apply soap.
- **Lather** your hands by rubbing them together with the soap. Be sure to lather the backs of your hands, between your fingers, and under your nails.
- **Scrub** your hands for at least 20 seconds. Need a timer? Hum the “Happy Birthday” song from beginning to end twice.
- **Rinse** your hands well under clean, running water.
- **Dry** your hands using a clean towel or air dry them.

The Flu

The Facts

- Affects millions of people every year
- More than 250,000 admitted to the hospital
- More than 18,000 may die

Prevention

- Get a Flu shot
- Cover your cough
- Try to stay away from others that are sick
- Stay home
- Avoid touching your eyes, nose, and mouth
- Clean and disinfect areas that could be contaminated

Resources:

www.cdc.gov/flu

www.cdc.gov/handhygiene



YOUR HEALTH INFORMATION

NOTICE OF PRIVACY PRACTICES

Your Information. Your Rights. Our Responsibilities.



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.

Your Rights

When it comes to your health information, you have certain rights. This section explains your rights and some of our responsibilities to help you.

Get an Electronic or Paper Copy of Your Medical Record

- You can ask to see or get an electronic or paper copy of your medical record and other health information we have about you. Ask us how to do this.
- We will provide a copy or a summary of your health information, usually within 30 days of your request. We may charge a reasonable, cost-based fee.

Ask us to Correct Your Medical Record

- You can ask us to correct health information about you that you think is incorrect or incomplete. Ask us how to do this.
- We may say “no” to your request, but we’ll tell you why in writing within 60 days.

Request Confidential Communications

- You can ask us to contact you in a specific way (for example, home or office phone) or to send mail to a different address.
- We will say “yes” to all reasonable requests.

Ask us to Limit What we Use or Share

- You can ask us not to use or share certain health information for treatment, payment, or our operations.
- We are not required to agree to your request, and we may say “no” if it would affect your care.
- If you pay for a service or health care item out-of-pocket in full, you can ask us not to share that information for the purpose of payment or our operations with your health insurer.
- We will say “yes” unless a law requires us to share that information.

Get a List of Those with Whom We Have Shared Information

- You can ask for a list (accounting) of the times we've shared your health information for six years prior to the date you ask, who we shared it with, and why.
- We will include all the disclosures except for those about treatment, payment, and health care operations, and certain other disclosures (such as any you asked us to make). We'll provide one accounting a year for free but will charge a reasonable, cost-based fee if you ask for another one within 12 months.

Get a Copy of the Privacy Notice

- You can ask for a paper copy of this notice at any time, even if you have agreed to receive the notice electronically. We will provide you with a paper copy promptly.

Choose Someone to Act for You

- If you have given someone medical power of attorney or if someone is your legal guardian, that person can exercise your rights and make choices about your health information.
- We will make sure the person has this authority and can act for you before we take any action.

File a Complaint if you Feel Your Rights are Violated

- You can complain if you feel we have violated your rights by contacting us using the information on the back page.
- You can file a complaint with the U.S. Department of Health and Human Services Office for Civil Rights by sending a letter to 200 Independence Avenue, S.W., Washington, D.C. 20201, calling 1-877-696- 6775, or visiting www.hhs.gov/ocr/privacy/hipaa/complaints/.
- We will not retaliate against you for filing a complaint.

Your Choices

For certain health information, you can tell us your choices about what we share. If you have a clear preference for how we share your information in the situations described below, talk to us. Tell us what you want us to do, and we will follow your instructions.

In These Cases, You Have Both the Right and Choice to Tell us to:

- Share information with your family, close friends, or others involved in your care .
- Share information in a disaster relief situation.
- Include your information in a hospital directory.

If you are not able to tell us your preference, for example if you are unconscious, we may go ahead and share your information if we believe it is in your best interest. We may also share your information when needed to lessen a serious and imminent threat to health or safety.

In These Cases, We Never Share Your Information Unless you Give us Written Permission

- Marketing purposes, except for communications that are made face-to-face by a PMC employee or which are promotional gifts of nominal value provided by PMC
- Sale of your information
- Most sharing of psychotherapy notes

- Substance abuse records

In the Case of Fundraising

We may use certain information (name, address, telephone number, email, age, date of birth, gender, health insurance status, dates of service, department of service, treating physician or outcome) to contact you for the purpose of fundraising, but you can tell us not to contact you again. For the same purpose, we may provide your name to our institutionally related foundation. The money raised will be used to expand and improve the services and programs we provide to the community. You are free to opt-out of any or all fundraising solicitations and your decision will have no impact on your treatment or payment for services at Pikeville Medical Center.

Our Uses and Disclosures

How Do We Typically Use or Share Your Health Information?

We typically use or share your health information in the following ways.

Treat you	We can use your health information and share it with other professionals who are treating you.	Example: A doctor treating you for an injury asks another doctor about your overall health condition.
Run our organization	We can use and share your health information to run our organization, improve your care, and contact you when necessary.	Example: We use health information about you to manage your treatment and services such as providing appointment reminders.
Bill for your services	We can use and share your health information to bill and get payment from health plans or other entities.	Example: We give information about you to your health insurance plan so it will pay for your services.

How Else Can We Use or Share Your Health Information?

We are allowed or required to share your information in other ways – usually in ways that contribute to the public good, such as public health and research. We have to meet many conditions in the law before we can share your information for these purposes. For more information see:

www.hhs.gov/ocr/privacy/hipaa/understanding/consumers/index.html.

Help with Public Health and Safety Issues

- We can share health information about you for certain situations such as:
- Preventing disease
- Helping with product recalls
- Reporting adverse reactions to medications
- Reporting suspected abuse, neglect, or domestic violence
- Preventing or reducing a serious threat to anyone's health or safety

Do Research

- We can use or share your information for health research.

Comply with the Law

- We will share information about you if state or federal laws require it, including with the Department of Health and Human Services if it wants to see that we're complying with federal privacy law.

Respond to Organ and Tissue Donation Requests

- We can share health information about you with organ procurement organizations.

Work with a Medical Examiner or Funeral Director

- We can share health information with a coroner, medical examiner, or funeral director when an individual dies.

Address Workers' Compensation, Law Enforcement, and Other Government Requests

- We can use or share health information about you:
- For workers' compensation claims
- For law enforcement purposes or with a law enforcement official
- With health oversight agencies for activities authorized by law
- For special government functions such as military, national security, and presidential protective services

Respond to Lawsuits and Legal Actions

- We can share health information about you in response to a court or administrative order, or in response to a subpoena.



Our Responsibilities

- We are required by law to maintain the privacy and security of your protected health information.
 - We will let you know promptly if a breach occurs that may have compromised the privacy or security of your information.
 - We must follow the duties and privacy practices described in this notice and give you a copy of it.
 - We will not use or share your information other than as described here unless you tell us we can in writing.
- If you tell us we can, you may change your mind at any time. Let us know in writing if you change your mind.

For more information see: www.hhs.gov/ocr/privacy/hipaa/understanding/consumers/noticepp.html.

Changes to the Terms of This Notice

We can change the terms of this notice, and the changes will apply to all information we have about you as of the effective date of the change. The new notice will be available upon request, in our office, and on our web site.

Joint Notice

This Notice of Privacy Practices is intended as a joint notice on behalf of Pikeville Medical Center ("PMC"), the members of PMC's medical staff who may provide treatment to you at PMC's facility(s), and the corporations or other legal entities through which those medical staff members may render such treatment (collectively the "OHCA"). The OHCA is an organized healthcare arrangement and members of the OHCA will share protected health information with each other as necessary to carry out treatment, payment, and healthcare operations related to their organized health care arrangement. The joint nature of this notice is solely for the purpose of compliance with certain requirements of the Health Insurance Portability and Accountability Act and the Health Information Technology for Economic and Clinical Health Act and is in no way intended to imply that any provider is an employee of PMC or that PMC is legally responsible for the acts and omissions of any provider who is not employed by PMC.

Contact

If you have any questions, requests for inspection, or complaints, please contact:

Pikeville Medical Center, Inc.
Attn: Privacy Officer
911 Bypass Road
Pikeville, Kentucky 41501
Telephone Number: 606-218-3542

You may also send complaints to the Secretary of Health and Human Services. You will not be retaliated against for filing a complaint.

This Notice of Privacy Practices is effective June 1, 2020.



From our
family

to yours...



- Preventive Screenings
- Treatment for colds, flu, respiratory illness and other emergent illnesses
- Osteopathic manipulation therapy
- Management and coordination of care for chronic conditions such as diabetes, heart disease and more
- Referrals to specialists

**+PIKEVILLE
MEDICAL CENTER**

Family Practice & OMT Center

184 S. Mayo Trail, Pikeville, KY | 606-218-2213

Scan with your
Apple iOS or Android
device's camera





Specialty Pharmacy

911 Bypass Road, Building E, Pikeville, KY 41501
606-218-3500 | pikevillehospital.org

9-22-2020