

OAKWOOD HEALTHCARE, INC.

PRIVACY NOTICE

Effective date: April 14, 2003



Oakwood®

THIS NOTICE DESCRIBES HOW PERSONAL AND MEDICAL INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION.

PLEASE REVIEW IT CAREFULLY.



Your Private Information

When you come to an Oakwood hospital, long-term care facility, outpatient treatment center, or visit with a physician or other health care provider, a record is made. Records are also made when one of our home health care providers makes a professional visit to your home. These records contain, "demographic information" (name, address, telephone number, social security number, birth date and health insurance information). They also contain other information including how you say you feel, what health problems you have, treatments you may have been given, observations by health care providers, diagnosis and plans of care. This information is used for a number of purposes, which are explained in more detail in this document.

This Privacy Notice provides you with information about the privacy practices of Oakwood Healthcare Inc. facilities and services. This includes our hospitals, long term care facilities, ambulatory centers, home care services, home infusion services, laboratories and pharmacies. Independent health care providers that serve patients with-in these facilities are also included. Independent providers specifically covered by this Notice include:

- Associates in Radiation Oncology, P.C.
- Critical Care Medicine Associates, P.C.
- Critical Care Medicine Partners, P.C.
- Drs. Harris, Birkill, Wang, Songe & Associates, P.C.
- Mainwaring Pathology Group, P.C.
- Metropolitan Anesthesia, P.C.
- Professional Emergency Care, P.C.
- SE Radiology Associates, P.C.

Patient Privacy Protectors

Oakwood employees know how important it is to protect the privacy of our patients. Every physician, employee and volunteer serves as a Patient Privacy Protector.

For years, Oakwood has upheld strict privacy and confidentiality policies consistent with State law affecting licensed health professionals and the provider-patient privilege. On April 14, 2003, a new federal law went into effect — protecting patients from having their health information revealed or used without their permission. The new law makes Oakwood's efforts to protect your privacy more important than ever.



Our Privacy Pledge

We understand that your health information is personal. We care about your privacy and pledge to guard your information with care. We will not sell information about you. We will take steps to protect your information from people who do not have the need and/or legal right to see it. This pledge is an important part of our relationship with you. It supports the complete and honest communication necessary to providing quality patient care.

We are required to maintain your privacy and provide you with this Privacy Notice. It tells you about ways health information is used. It describes your rights and our obligations regarding use and disclosure of health information. In emergency situations, we may not be able to give you this notice until after emergency care is provided.

We may find it necessary to revise or update this Privacy Notice in the future. We are required to inform you of these changes by making a revised Privacy Notice available. Any revised notice can be obtained at our hospitals, ambulatory centers, and on our website at www.oakwood.org.

We will also ask you to sign or initial a form that states you have received this Privacy Notice from us.

Health Information Use and Disclosure

Your health information is used and disclosed (given out) in a number of very common ways that benefit you. These common uses and disclosures are for treatment, payment and health care operations. Some examples of these are:

Treatment

Information is provided to doctors, nurses, pharmacists, technicians and other health care workers who are involved in your care. For example, nurses caring for you will have access to your health information to follow doctor's orders, coordinate care and document your progress. Another example is communication with your doctor about a test you received so that appropriate action can be taken.

Payment

To help you receive benefits under your health insurance plan, we give information about the care you received to your health insurer(s). For example, your health insurer may require details of a surgery or physical therapy you had at the hospital before it will pay us for the care. Your health insurer may also require information about care you need before approval for the service.

Health Care Operations

Information about you may be used to maintain or improve our quality of services. For example, we may conduct a study of people who received treatment for a particular cancer to determine if our existing service is meeting community needs. You may also be contacted

or sent a survey to get your comments on how well we served your needs.

Other uses and disclosures Appointment Reminders

We may send you a reminder about an appointment for medical care.

Alternative Treatments

We may tell you about or suggest treatment or care options available.

Benefits and Services

We may advise you about benefits and services that you may want to consider.

Hospital or Facility Directory

We provide directory information, including name, room and general condition (for example, good, fair or stable) to people who ask about you by name. Your religious affiliation may be given to clergy to help provide for your spiritual support. You may limit how we use your directory information by telling your nurse or an admitting clerk your request.

Education

Many healthcare professionals, such as, physicians, nurses, respiratory therapists and physical therapists, receive training at Oakwood Healthcare System. These students may review health information as part of their training in order to learn more about certain illnesses and treatments.

Fundraising

Your name, address, telephone number and the dates you received treatment or services at Oakwood Healthcare System may be given to the Oakwood Healthcare System

Foundation. This will give the Foundation the chance to tell you about things we do to improve life in the Oakwood community. It will also give you information on how you might help with these efforts through individual contributions. If you do not want to receive information from the Oakwood Healthcare Foundation, the Foundation will give you the opportunity to "opt out" of its fundraising activities.

Marketing

You may be contacted in an effort to make you aware of services offered by Oakwood. Someone may speak to you in person to discuss services we offer or you may receive promotional items in the mail.

Research

Health information may be used for research purposes when our Institutional Review Board has approved that research. The approval process evaluates a proposed research project and its use of health information. In reviewing the project, the Board will balance patient privacy with the project's research needs. In order to be approved, a researcher must show that adequate methods are in place to protect health information from improper use.

Legal Requirements

At times we may be required by law or other regulation to release patient information. Examples of this include:

- Community health and public health activities and reports that help control disease.

- Administrative oversight by regulatory agencies, which includes making information available as required for such things as audits, investigations, and licensing.

- Workers' Compensation reporting as required by law or insurers for work-related injuries or illnesses.

Privacy Rights

Right to Request Restrictions

You may request limitations on the use of your health information. For example, you can ask that your information not be shared with certain family members. We are not always able (nor are we required) to comply with these requests. If we are unable to or do not agree to your request, we will let you know. If we do agree to a restriction, and the restricted information is needed for your emergency care, we may still use or disclose the information as we think is legally appropriate. To request a restriction, you may contact our local privacy officer(s) at the location where you received care.

Right to Request Alternate Methods of Communication

You may request an alternate method of receiving confidential mailings and other communications of your health information. For instance, you may request that your health information be sent to your office or to a post office box rather than to your home address. You may also request that calls be made to a certain telephone number. We

do not require that you state a reason for your request. To request alternate communication, you may contact our local privacy officer(s) at the location where you received care.

Right to Review and Copy

You may request a copy of your health information. You may also request to review your health information. If your request is accepted, we will arrange a mutually agreeable time for you to look at your health information. We may deny your request to review and copy in a few limited circumstances. If your request is denied, you may ask for a review of that denial by contacting our privacy officer for the location where you received health services. This review will be done by a licensed healthcare professional and we will comply with the decision of the reviewer. The contact numbers for our local privacy officers can be found under the section of this document titled "Local Privacy Officers." Copies of health information may be provided to patients for a reasonable fee. We will let you know what the fee will be before a copy of your health information is made. To request an opportunity to review and/or copy your health information, you may contact our local privacy officer(s) at the location where you received care.

Right to Request an Amendment

You may request an amendment to your medical information if you think it is incorrect or incomplete. We may ask that the request be in writing and state the reasons for the

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amendment. We will notify you to let you know if we agree or disagree with your request. If we do not agree, we will provide you with information on why we disagree and what options you have. To request an amendment, you may contact our local privacy officer(s) at the location where you received care.

Right to an Accounting of Disclosures

You have the right to request a periodic accounting of the disclosures of your health information so that you will be aware of who has had access to your information. Your request may specify a time period up to six years. We are not required to provide an accounting for disclosures prior to April 14, 2003. Not every disclosure made is included in the accounting. Disclosures you authorized in writing, routine internal disclosures such as those made to hospital personnel in the course of providing you treatment, and/or disclosures made in connection with payment are all examples of things not included in the accounting. The accounting will state the time of the disclosure, the purpose for which it was disclosed and a description of the information disclosed. If there is any fee for the accounting, we will let you know what it is before the accounting is done. To request an accounting, you may contact our local privacy officer(s) at the location where you received care.

Right to Receive a Copy

Copies of this Privacy Notice will be available upon request at Oakwood facilities and entities and is also available on the Oakwood website at www.oakwood.org.

Uses Requiring Patient Authorization

There are some uses of health information that require patient authorization. If your health information is sought for a use that requires your approval, you will be told the reason for the request, who is asking for the information, and what information is requested. There will also be an explanation of how you may cancel (revoke) your authorization. If we have already acted upon your authorization or consent, you may not be able to cancel it.

Local Privacy Officers

You can make an issue or complaint known by calling:

Hospitals

- Oakwood Hospital and Medical Center Guest Relations: 313-593-7160
- Oakwood Heritage Hospital Guest Relations: 313-295-5260
- Oakwood Annapolis Hospital Guest Relations: 734-467-4111
- Oakwood Southshore Medical Center Guest Relations: 734-671-3643

Other Oakwood Sites

- Oakwood Ambulatory Centers: Contact the site manager where you receive services.
- Oakwood Skilled Nursing Center - Dearborn: Contact the site administrative office, ask for the privacy officer.

Privacy Officers and Patient Concerns

You may believe that your information has not been handled in a way that respects your privacy. You may also seek to appeal a denial of your request to review or amend your health information. Please feel free to express your concerns to our Guest Relations Representatives or our Patient Representatives for the location where you received care. Our representatives are very helpful and experienced in responding to questions about our facilities and services.

- Oakwood Skilled Nursing Center - Trenton: Contact the site administrative office, ask for the privacy officer.
- Oakwood Home Care Services: Contact the compliance manager at 1-800-757-7711.
- Other Oakwood Services: Contact the site manager where you receive services.

Another way you can express your concern is to contact the Secretary of Health and Human Services at 201 Independence Avenue SW, Washington DC, 20201, or by calling 202-619-0257 or 1-877-696-6775.

Please note that services we provide will not be affected by you raising a privacy issue.

The Privacy Protectors

Oakwood employees and physicians are here to provide excellent healthcare and world-class customer service. We're also here to protect your privacy. We thank you for choosing Oakwood.



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Version 1 April 2003
J126342 (5/03)