



Notice of Privacy Practices

HIPAA Information

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.

Notice of Privacy Practices

This Notice of Privacy Practices applies to Mako Medical Laboratories, LLC and all of its subsidiaries, affiliates, and business units (collectively referred to as “Mako” in this Notice).

Mako’s Protection of Protected Health Information (PHI)

Under the Health Insurance Portability and Accountability Act of 1996 (HIPAA), Mako is required by law to maintain the privacy of your identifying health information, called protected health information (PHI), and to provide you with notice of our legal duties and privacy practices regarding PHI.

Mako’s Use and Disclosure of PHI

As permitted under HIPAA, the following categories explain the types of uses and disclosures of PHI that Mako may make.

- **For treatment** - Mako may use or disclose PHI for treatment purposes, including disclosure to physicians and other health care professionals who provide you with health care services and/or are involved in the coordination of your care.
- **For payment** - Mako may use or disclose PHI to bill and collect payment for services we provide. Mako may provide PHI to your health insurance plan to receive payment for the health care services provided to you.
- **For health care operations** - Mako may use or disclose PHI for health care operations purposes including but not limited to: quality assurance, accreditation, audit functions, and for Mako’s operation and management purposes. Mako may also disclose PHI to other health care providers or health plans that are involved in your care for their health care operations such as to coordinate health care for you.
- **Individuals involved in your care or payment for your care** - Mako may disclose PHI to a family member, friend, caregiver or other individual involved in your healthcare or payment for your healthcare, with your consent or if you do not object.
- **Business Associates** - Mako may disclose PHI to its business associates or the business associates of your health care provider or health plan, to perform certain business functions or provide certain business services pursuant to a Business Associate Agreement.
- **Disclosure for judicial and administrative proceedings** - Mako may disclose your PHI in the course of a judicial or administrative proceeding, including in response to a court or administrative order, subpoena, discovery request, or other lawful process.
- **Law enforcement** - Mako may disclose PHI for law enforcement purposes or in response to a court order, warrant, subpoena or summons, or similar process authorized by law. Mako may also disclose PHI when the information is needed: 1) for identification or location of a suspect, fugitive, material witness or missing person, 2) about a

victim of a crime, 3) about an individual who has died, 4) in relation to criminal conduct on Mako premises, or 5) in emergency circumstances to report a crime, the location of the crime or victims, or the identity, description, or location of the person who committed the crime.

- **As required by law** - Mako must disclose your PHI if required to do so by federal, state, or local law.
- **Public Health** – Mako may disclose PHI for public health activities.
- **Disclosure about victims of abuse, neglect, or domestic violence** - Mako may disclose PHI about an individual to a government authority, including social services, if we reasonably believe that an individual is a victim of abuse, neglect, or domestic violence.
- **Health oversight activities** - Mako may disclose PHI to a health care oversight agency for audits, civil, administrative, or criminal investigations and proceedings/actions, inspections, licensure/disciplinary actions.
- **Coroners, medical examiners, and funeral directors** - Mako may disclose PHI to a coroner, medical examiner, or funeral director for the purpose of identifying a deceased person, determining cause of death, or for performing some other duty authorized by law.
- **Personal representative** - Mako may disclose PHI to your personal representative, as established under applicable law, or to an administrator, executor, or other authorized individual associated with your estate.
- **Correctional institution** - Mako may disclose the PHI of an inmate or other individual when requested by a correctional institution or law enforcement official for health, safety, and security purposes.
- **Serious threat to health or safety** - Mako may disclose PHI if necessary to prevent or lessen a serious and/or imminent threat to health or safety to a person or the public or for law enforcement authorities to identify or apprehend an individual.
- **Research** - Mako may use and disclose PHI for research purposes after it undergoes a process to protect your PHI. We may also use or disclose PHI about deceased patients to researchers if certain requirements are met.
- **Government functions** - In certain situations, Mako may disclose the PHI to authorized officials for national security purposes in compliance with federal law.
- **Workers' compensation** - As authorized by applicable laws, Mako may use or disclose PHI to comply with workers' compensation or other similar programs established to provide work-related injury or illness benefits.
- **De-identified Information and Limited Data Sets** - Mako may use and disclose health information that has been "de-identified" by removing certain identifiers making it unlikely that you could be identified. Once information has been "de-identified" it is no longer considered PHI.

Other Uses and Disclosures of PHI

For purposes not described above, Mako will ask for patient authorization before using or disclosing PHI. If you signed an authorization form, you may revoke it, in writing, at any time, except to the extent that action has been taken in reliance on the authorization.

Information Breach Notification

Mako is required to provide patient notification if it discovers a breach of unsecured PHI unless there is a demonstration, based on a risk assessment, that there is a low probability that the PHI has been compromised.

Patient Rights Regarding PHI

Subject to certain exceptions, HIPAA establishes the following patient rights with respect to PHI:

- **Right to Receive a Copy of the Mako Notice of Privacy Practices** - You have a right to receive a copy of the Mako Notice of Privacy Practices at any time by contacting us at 844-MAKO-LAB and asking for the Mako Privacy Officer, or by sending a written request to: HIPAA Privacy Officer, Mako Medical Laboratories, 4901 Glenwood Ave, Suite 300, Raleigh, NC 27612.

- **Right to Request Limits on Uses and Disclosures of your PHI** - You have the right to request that we limit how we use and disclose your PHI for treatment, payment, and health care operations activities unless the requested restriction involves a disclosure that is not required by law to a health plan for payment or health care operations purposes and not for treatment, and you have paid for the service in full out of pocket. If we agree to a restriction on other types of disclosures, we will state the agreed restrictions in writing and will abide by them, except in emergency situations when the disclosure is for purposes of treatment.
- **Right to Request Confidential Communications** - You have the right to request that Mako communicate with you about your PHI at an alternative address or by an alternative means.
- **Right to See and Receive Copies of Your PHI** - You and your personal representative have the right to access PHI consisting of your laboratory test results or reports ordered by your physician. You have the right to access and receive your PHI in an electronic format if it is readily producible in such a format. You also have the right to direct Mako to transmit a copy to another person you designate, provided such request is in writing, signed by you, and clearly identifies the designated person and where to send the copy of your PHI. To request a copy of your PHI:
 - [Complete the Mako HIPAA Patient Request Form.](#)
 - [Contact the Privacy Officer at 844-MAKO-LAB](#)
- **Right to Receive an Accounting of Disclosures** - You have a right to receive a list of certain instances in which Mako disclosed your PHI within the last six years. This list will not include certain disclosures of PHI, such as (but not limited to) those made based on your written authorization or those made prior to the date on which Mako was required to comply, or disclosures made for treatment, payment, or healthcare operations or certain other purposes.
- **Right to Correct or Update your PHI** - If you believe that your PHI contains a mistake, you may request, in writing, that Mako correct the information. If your request is denied, we will provide an explanation of the reasoning for our denial.

How to Exercise Your Rights

To exercise any of your rights described in this notice, you must send a written request to: Privacy Officer, Mako Medical Laboratories, 4901 Glenwood Ave, Suite 300, Raleigh, NC 27612. Patients may update insurance and/or billing information by contacting the Billing Department using the phone number indicated on the billing invoice.

How to Contact Us or File a Complaint

If you have questions or comments regarding the Mako Notice of Privacy Practices, or have a complaint about our use or disclosure of your PHI or our privacy practices, please contact call us at 844-MAKO-LAB and ask for the Mako Privacy Officer, or send a written request to: Privacy Officer, Mako Medical Laboratories, 4901 Glenwood Ave, Suite 300, Raleigh, NC 27612. You also may file a complaint with the Secretary of the U.S. Department of Health and Human Services. Mako will not take retaliatory action against you for filing a complaint about our privacy practices.

Changes to the Mako Notice of Privacy Practices

Mako reserves the right to make changes to this notice and to our privacy policies from time to time. Changes adopted will apply to any PHI we maintain about you. Mako is required to abide by the terms of our notice currently in effect. When changes are made, we will promptly update this notice and post the information on the Mako website at www.makomedical.com. Please review this site periodically to ensure that you are aware of any such updates.