

Grievance Protocol

What to do if You Have a Problem

Patients or family members have a right to address problems they identify in a facility without fear of discrimination or punishment. The purpose of this page is to describe how you can get help if you have a problem concerning the care you receive from your National P.E.T. Scan facility.

Generally, when you want help to solve a problem, you should:

- Make every attempt to work it out informally with your facility staff.
- Follow the grievance procedure at your own facility.
- Carefully review the Statement of Patient Rights and Responsibilities

The Corporate Office's Role

The Corporate office can assist in the resolution of a grievance by acting as a third party or intermediary between a patient and a facility or a professional provider. If you need help, or information, you can write or call the Corporate office at:

National P.E.T. Scan Management, LLC
7867 N Kendall Drive, Suite 121
Miami, FL 33156
904-358-8441 or Toll Free 1-866-722-6937

Here are some rules you will have to follow:

- You are asked to confirm the grievance in writing if you make the initial contact by phone.
- You may designate anyone you choose as your representative, though you must designate in writing if you want someone to act in your behalf.
- You are not required to use the facility grievance procedure before contacting the Network, but it is recommended in most cases; however, if you fear reprisal by your facility, you are free to contact the Corporate Office first.
- You can withdraw a grievance at any time.

The Corporate Office will:

- Keep your identity confidential and will not release it without your permission.
- Send you a written acknowledgment within 5 days that your complaint has been received.
- Respond in writing if we determine that the problem is not a company issue, or is more appropriately handled by another agency.
- Conclude our mediation/resolution activities within 90 days of receipt of the inquiry, and make a written response to you, including results, agreements and options to follow if you are not satisfied.

CMS Regional Office Issues

The Corporate Office **cannot** handle issues dealing with money, payment of bills, or State or Federal licensing or certification issues. These are handled by the CMS Regional offices. Here is the contact address for patients living in:

Florida

CMS – Region 4
Atlanta Federal Center
61 Forsyth Street, S.W., Suite 4T20
Atlanta, GA 30303-8909
Phone: (404) 562-7500
Fax: (404) 562-7162

Your identity will be kept confidential throughout the process unless you specifically authorize a release.

GRIEVANCE MECHANISM

Rights: If you feel that there is a problem with the care you receive or arrangements you have at your facility, then it is your right to try to correct the situation by talking to the staff to voice a complaint or to suggest changes in policies or services. It is your right to do that, or have someone else do it in your behalf, without fear of punishment or negative actions toward you. If, after talking to the appropriate facility personnel the problem still continues, you may file a formal complaint called a grievance with the facility, which is required by law to have a Grievance Procedure to help resolve the matter. If that process is not satisfactory to you (and the problem pertains to a quality of medical care issue) you can contact the Corporate Office for further information and/or assistance, which might include filing a formal grievance with the Corporate Office. Upon request your name can be held confidential.

Responsibilities: It is your responsibility to know and to follow your facility's posted rules and regulations. If a problem arises for you we suggest that you try to settle any disagreements informally with the appropriate personnel. If the problem cannot be solved in that way, it is your responsibility to know the proper Grievance Procedure in your treatment center and we then suggest that you use that procedure. If, at that point, the grievance remains unresolved and pertains to a quality of care issue, you are encouraged to use the National P.E.T. Scan Management, LLC Grievance Protocol. You may contact the Corporate Office by writing National P.E.T. Scan Management, LLC, One Independent Drive, Suite 2201, Jacksonville, FL 32202, or by calling the following toll-free number:

1-866-722-6937

NOTICE OF PRIVACY PRACTICES

This notice describes how medical information about you may be used and disclosed and how you can get access to his information. Please review it carefully.

We are required by law to provide you with this notice that explains our privacy practices with regard to your medical information and how we may use and disclose your protected health information for treatment, payment, and for health care operations, as well as for other purposes that are permitted or required by law. You have certain rights regarding the privacy of your protected health information and we also describe them in this notice.

Ways in Which We May Use and Disclose Your Protected Health Information:

Treatment We will use and disclose your protected health information to provide, coordinate, or manage your healthcare and any related services. We will also disclose your health information to other physicians who may be treating you.

Payment We will use and disclose your protected health information to obtain payment for the health care services we provide to you. *For example* – we may include information with a bill to a third-party payer that identifies you, your diagnosis, procedures performed, and supplies used in rendering the service.

Health Care Operations We will use and disclose your protected health information in connection with our healthcare operations. Healthcare operations include quality assessment and improvement activities, reviewing the competence or qualifications of healthcare professionals, evaluating practitioner and provider performance, conducting training programs, accreditation, certification, licensing or credentialing activities.

Other Ways We May Use and Disclose Your Protected Health Information:

Appointment Reminders We will use and disclose your protected health information to contact you as a reminder about scheduled appointments or treatment (such as voicemail messages).

Your Authorization In addition to our use of your protected health information for treatment, payment or healthcare operations, you may give us written authorization to use your protected health information or to disclose it to anyone for any purpose. If you give us an authorization, you may revoke it in writing at any time. Your revocation will not affect any use or disclosures permitted by your authorization while it was in effect. Unless you give us a written authorization, we cannot use or disclose your protected health information for any reason except those described in this Notice.

To Your Family and Friends We must disclose your protected health information to you, as described in the Patient Rights section of this Notice. We may disclose your protected health information to a family member, friend or other person to the extent necessary to help with your healthcare or with payment for your healthcare, but only if you agree that we may do so.

Others Involved in Your Care We may use or disclose health information to notify, or assist in the notification of (including identifying or locating) a family member, your personal representative or another person responsible for your care, of your location, your general condition, or death. If you are present, then prior to use or disclosure of your protected health information, we will provide you with an opportunity to object to such uses or disclosures. In the event of your incapacity or emergency circumstances, we will disclose health information based on a determination using our professional judgment disclosing only health information that is directly relevant to the person's involvement in your healthcare. We will also use our professional judgment and our experience with common practice to make reasonable inferences of your best interest in allowing a person to pick up medical supplies, x-rays, or other similar forms of protected health information.

Marketing Health-Related Services We will not use your protected health information for marketing communications without your written authorization.

Research We will use and disclose your protected health information to researchers provided the research has been approved by an institutional review board that has reviewed the research proposal and established protocols to ensure the privacy of your protected health information.

Required by Law We will use and disclose your protected health information when required to by federal, state, or local law. You will be notified of any such disclosures.

To Avert a Serious Threat to Public Health or Safety We will use and disclose your protected health information to a public health authority that is permitted to collect or receive the information for the purpose of controlling disease, injury, or disability. If directed by that health authority, we will also disclose your health information to a foreign government agency that is collaborating with the public health authority.

National Security We will use and disclose to military authorities the protected health information of Armed Forces personnel under certain circumstances. We may disclose to authorized federal officials health information required for lawful intelligence, counterintelligence, and other national security activities.

Inmates We will use and disclose your protected health information to a correctional institution or law enforcement official if you are an inmate of that correctional institution or under the custody of the law enforcement official. This information would be necessary for the institution to provide you with health care; to protect the health and safety of others; or for the safety and security of the correctional institution.

Patient Rights

Although your health record is the physical property of the health care practitioner or facility that compiled it, the information belongs to you. You have the right to:

A Paper Copy of This Notice You have the right to receive a paper copy of this notice upon request. You may obtain a copy by asking our receptionist at your next visit or by calling and asking us to mail you a copy.

Inspect and Copy You have the right to inspect and copy the protected health information that we maintain about you in our designated record set for as long as we maintain that information. This designated record set includes your medical and billing records, as well as any other records we use for making decisions about you. Any psychotherapy notes that may have been included in records we received about you are not available for your inspection or copying by law. We may charge you a fee for the costs of copying, mailing, or other supplies used in fulfilling your request.

If you wish to inspect or copy your medical information, you must submit your request in writing to our Center Director. You may mail in your request, or bring it to our office. We will have 30 days to respond to your request for information that we maintain at our practice site. If the information is stored off-site, we are allowed up to 60 days to respond but must inform you of this delay.

Request Amendment You have the right to request that we amend your medical information if you feel that it is incomplete or inaccurate. You must make this request in writing to our Center Director, stating exactly what information is incomplete or inaccurate and your reasoning that supports your request.

We are permitted to deny your request if it is not in writing or does not include a reason to support the request. We may also deny your request if:

- The information was not created by us, or the person who created it is no longer available to make the amendment;
- The information is not part of the record which you are permitted to inspect and copy;
- The information is not part of the designated record set kept by this practice; or if it is the opinion of the healthcare provider that the information is accurate and complete.

Request Restrictions You have the right to request a restriction or limitation of how we use or disclose your medical information for treatment, payment or health care operations. *For example* – you could request that we not disclose information about a prior treatment to a family member or friend who may be involved in your care or payment for care. Your request must be made in writing to our Center Director.

We are not required to agree to your request if we feel it is in your best interest to use or disclose that information. However, if we do agree, we will comply with your request unless that information is needed for emergency treatment.

Disclosure Accounting You have the right to request a list of the disclosures of your health information we have made outside of our practice that were not for treatment, payment, or health care operations. Your request must be made in writing and must state the time period for the requested information. You may not request information for any dates prior to April 14, 2003 (the compliance date for the federal regulation) nor for a period of time greater than six years (our legal obligation to retain information).

Your first request for a list of disclosures within a 12-month period will be free. If you request an additional list within 12-months of the first request, we may charge you a fee for the costs of providing the subsequent list. We will notify you of such costs and afford you the opportunity to withdraw your request before any costs are incurred.

Request Confidential Communications You have the right to request how we communicate with you to preserve your privacy. *For example* – you may request that we call you only at your work number, or by mail at a special address or postal box. Your request must be made in writing and must specify how or where we are to contact you. We will accommodate all reasonable requests.

Questions and Complaints If you believe we have violated your medical information privacy rights, you have the right to file a complaint with our Center Director or privacy officer or directly to the Secretary of Health and Human Services.

To file a complaint with our Center Director, you must make it in writing within 180 days of the suspected violation. Provide as much detail as you can about the suspected violation and send it to

**NATIONAL PET SCAN DADE, LLC
7867 NORTH KENDALL DRIVE, SUITE 121
MIAMI, FL 33156
(305) 455-3000**

We support your right to the privacy of your health information. We will not retaliate in any way if you choose to file a complaint with us or with the U.S. Department of Health and Human Services.

Uses or Disclosures Not Covered

Uses or disclosures of your health information not covered by this notice or the laws that apply to us may only be made with your written authorization. You may revoke such authorization in writing at any time and we will no longer disclose health information about you for the reasons stated in your written authorization. Disclosures made in reliance on the authorization prior to the revocation are not affected by the revocation.