

Metro Chicago Surgical Oncology, L.L.C.

Policies and Procedures

MCSO's Notice of Health Information Practices

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.

Understanding Your Health Record/Information

Each time you visit Metro Chicago Surgical Oncology, L.L.C (hereinafter referred to as "MCSO"), a record of your visit is made. Typically, this record contains your symptoms, examination and test results, diagnosis, treatment and a plan for future care or treatment. This information is often referred to as your health or medical record.

Your Health Information Rights

Although your health record is the physical property of the MCSO and the healthcare provider that compiled it, the information belongs to you. You have the right to:

- Request a restriction on certain uses and disclosures of your information.
- Obtain a paper copy of this notice of health information practices.
- Inspect and obtain a copy of your health record.
- Request an amendment to your health record.
- Obtain an accounting of disclosures of your health information.
- Request communications of your health information by alternative means or at alternative locations.
- Revoke your authorization to use or disclose health information except to the extent that action has already been taken.

MCSO's Responsibilities

MCSO is required to:

- Maintain the privacy of your health information.
- Provide you with a notice as to our legal duties and privacy practices with respect to information we collect and maintain about you.
- Abide by the terms of this notice.
- Notify you if we are unable to agree to a requested restriction.
- Accommodate reasonable requests you may have to communicate health information by alternative means or at alternative locations.

We reserve the right to change our practices and to make the new provisions effective for all protected health information we maintain. Should our information practices change, we will post the revised notice and publish the revision on our website. We will not use or disclose your health information without your authorization, except as described in this notice.

For More Information or to Report a Problem

If you have questions and would like additional information, you may contact MCSO's corporate compliance officer at **847-251-6574, and leave a message on the recording; your call will be returned.** We respect your right to privacy. If you believe your privacy rights have been violated, you may file a complaint with our Compliance officer. There will be no retaliation for filing a complaint.

Examples of Disclosures for Treatment, Payment and Health Operations

We will use your health information for treatment.

***For example:** We will provide your physician, the hospital or a subsequent healthcare provider with copies of various reports from your medical record that should assist him or her in treating you.*

We will use your health information for payment.

***For example:** A bill may be sent to you or a third-party payer. The information on or accompanying the bill may include information that identifies you, as well as your diagnosis, procedures, and supplies used.*

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We will use your health information for regular health operations.

***For example:** Members of the professional staff, quality improvement team, may use information in your health record to assess the care and outcomes in your case and others like it. This information will then be used in an effort to continually improve the quality and effectiveness of the healthcare and service we provide.*

Other Disclosures permitted without authorization WITH opportunity to agree or object:

Notification: We may use or disclose information to notify or assist in notifying a family member, personal representative, or another person of your choice, your location and general condition.

Facility Directory: Patients will be listed in the MCSO directory with disclosure to persons who ask for the individual by name. Only the patient's name, location in the facility and condition in general terms will be disclosed unless the patient opts out of this listing at the time of registration.

Communication with family: Health professionals, using their best judgment, may disclose to a family member, other relative, close personal friend or any other person you identify, health information relevant to that person's involvement in your care or payment for health care.

Marketing: We may contact you to provide appointment reminders or information about treatment alternatives or other health-related benefits and services that may be of interest to you. We do not rent or sell patient information. If a patient wishes to opt out of receiving further information they may call their MCSO provider.

Fundraising: At MCSO, we DO NOT rely on charitable giving to support our business. MCSO WILL NOT contact you as part of a fundraising effort. If you receive a fraudulent fundraising communications that states that it is on our behalf, please contact our compliance officer at 847-251-6574.

Other Disclosures permitted without authorization and WITHOUT opportunity to agree or object:

Business Associates: There are some services provided in our organization through contracts with business associates. When these services are contracted, we may disclose your health information to our business associate so that they can perform the job we have asked them to do. To protect your health information, however, we require all business associates to appropriately safeguard your information.

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Research: We may disclose information to researchers when their research has been approved by an institutional review board that has reviewed the research proposal and established protocols to ensure the privacy of your health information.

Workers Compensation: We may disclose health information to the extent authorized by and to the extent necessary to comply with laws relating to worker's compensation or other similar programs established by law.

Public Health: As required by law, we may disclose your health information to public health or legal authorities charged with preventing or controlling disease, injury, or disability. Report vital events such as birth or death, as well as, other occurrences when required by Illinois State Law.

Report of abuse, neglect or Domestic Violence: We may notify government authorities if we believe that a patient is the victim of abuse, neglect or domestic violence. We will make this disclosure only when specifically required or authorized by law.

Specified Government Functions: In certain circumstances, the Federal regulations authorize the provider to use or disclose your protected health information to facilitate specified government functions.

Law Enforcement: We may disclose health information for law enforcement purposes as required by law or in response to a valid subpoena

Effective Date: January 1, 2012, as amended January 1, 2015



Website Policies & Procedures

General Disclaimer

The information presented on MCSODOCTORS.COM is not intended to replace the advice of a doctor, rather to help inform our users on health issues. The information found on this site should be used as a supplement to the learning process, not as a diagnostic tool. If you have an immediate medical need, please contact your physician or local emergency medical service.

Privacy Policy

At MCSO, we value your privacy above anything else. That is why we will never share any personal information that can be used to identify you as a user (either registered or non-registered) with an outside company without your explicit consent. Furthermore, we pride ourselves on maintaining HIPAA compliancy 7 days a week, 24 hours a day, 365 days a year.

What you should expect from us:

- We will strive to maintain your privacy, confidentiality, and security at all times.
- It is our goal to ensure your trust and confidence by providing you with as much information as we can about data collection procedures and information when needed.
- We will not intentionally use your data without your permission, unless for purposes of maintaining the site or for reviewing the site's use.
- We will make every effort to notify you accordingly of all data collection practices.
- It is our intention to clearly inform you when your risks or privacy may change during the course of using this site.
- We want you to know that this system operates on a secure server and your financial and professional information and health-related personal information is encrypted before it is transmitted.
- Encryption is a form of scrambling and de-scrambling that ensures that no unauthorized person can see your information.
- We will not accept or show your health information content, advertising, sponsored programs, or services that we know to contain false or misleading information or that promote ineffective or dangerous products.

Our Security Measures

We want your personal information to remain as secure as possible; our business depends on it. We use encryption practices to help insure the integrity and privacy of the personal information, financial and/or health-related personal information you provide to us. As an added security precaution, all personal information and/or health-related personal information are kept on servers with firewalls that meet or exceed industry standards to prevent intruders from gaining access. Although we make every reasonable effort to protect personal information and health-related personal information from loss, misuse, or alteration by third parties, you should be aware that there is always some risk involved in transmitting information via the Internet and that hackers or thieves do find ways to thwart security systems.

Editorial Policy

Our Editorial Policy outlines the evaluation process all health information content goes through. We want you to rely on us as a trustworthy, quality resource of health information. Medical experts have reviewed the content on this site for clinical accuracy. You'll have information on who wrote an article and when it was written and updated.

Third-Party Content and Linked Sites

MCSO will at times provide links to third party web sites (linked sites). While every effort is made to ensure the content of these linked sites is accurate, appropriate and relevant, MCSO does not endorse, guarantee or accept any responsibility for the content on linked sites. Access to linked sites is subject to the terms and conditions of those sites. Users are urged to take necessary precautions to protect themselves against malicious sites, which can contain viruses, spyware, phishers, etc.

MCSODOCTORS.COM features content on its site provided by third-party vendors as indicated in the body of these pages. This content is provided for reference only and should not be used as a replacement for professional medical advice and/or treatment. You should always contact your doctor for specific advice on your care.



Patient Rights and Responsibilities

We believe that our patients receive the best possible care when they participate with our medical staff in their medical treatment. Toward that goal, please be aware of your rights and responsibilities when you are a patient at a MCSO facility or physician's office, or when you are the parent, guardian, representative or legally authorized decision maker of a patient.

Your Rights as a Patient:

Access to Care, Transfer, and Continuity of Care

MCSO will provide you access to medical treatment, care, and services that are available or medically indicated, regardless of age, race, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation, gender identity or expression or any other status protected by relevant law. You will not be transferred to or referred to another facility, physician or organization unless you receive a complete explanation of the need for the referral or transfer. You will be informed of any continuing healthcare requirements.

Respect and Dignity

You have the right to considerate, respectful care at all times and under all circumstances, with recognition of your personal dignity. You have the right to have your cultural, psychosocial, spiritual, and personal values, beliefs, and preferences respected. You have the right to be free from mental, physical, sexual, and verbal abuse; neglect; and exploitation.

Advance Directive

You have the right to formulate an advance directive.

If you have provided us with a copy of your advance directive, we will honor your expressed wishes and directives as fully and as reasonably possible, and in accordance with Illinois law. Your access to care, treatment, and services, however, is not dependent upon whether or not you have an advance directive.

Confidentiality

You have the right, within the law, to privacy and confidentiality during your stay. This includes: discreet discussion or consultation of your case among those directly involved or who are present with your permission; access to your medical record limited to those directly involved with your treatment; or with monitoring its quality or with your expressed permission; and to have your personal privacy and modesty respected as much as possible when being treated and examined.

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Your Medical Record

You have the right to access, review and get copies of your medical record. You have a right to request amendments to your medical record in accordance with our policies. Except where permitted by law, your medical record cannot be released without your consent. You have a right to receive an accounting of any disclosures regarding your health information.

Information

You have the right to complete and current information about your diagnosis, treatment, pain management and prognosis when it is known. In cases when it is not medically advisable to provide such information to you, we will provide that information to a legally authorized individual. You have the right to designate a personal representative to be involved in your plan of care and to receive information, if you should choose to designate a personal representative, please inform your nurse. You and, when appropriate, your family, personal representative or legally authorized decision maker, have a right to be informed about the outcomes of care, including unanticipated outcomes. You have the right to know the identity and professional status of people providing service to you and to know which physician or practitioner is responsible for your care. You have the right to have a family member or individual of your choice and your own physician notified promptly of your admission to the hospital. You also have the right to information on any relationship which may suggest a conflict of interest which may affect your care. You have the right to be informed of policies applicable to conduct as a patient in addition to the mechanism for the initiation, review, and resolution of complaints. You also are entitled to an itemized explanation of your bill for any services rendered at a MCSO facility. If you, your personal representative or someone in your family have hearing, speech or language difficulties, interpretive and translation services will be made available to insure information is provided in a manner that you can clearly understand. Contact your MCSO physician's office for details.

Visitation/Communication

If you are admitted to one of the hospitals that MCSO physicians have admitting privileges, you will be subject to the rules and regulations of that hospital concerning the right to have a family member, friend or other individual be present with you for emotional support during the course of your stay.

There may be instances when MCSO staff or physicians will ask that your support person not be present in an MCSO facility or office. These times may include but are not limited to the following:

- When you are undergoing a care intervention or procedure.
- When there may be an infection control issue.

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- When you need rest or privacy.
- When there are existing court orders restricting contact of which the hospital is aware.
- A visitor becomes disruptive, threatening or violent.

Please check with your care provider for any unit specific visitation guidelines.

Consent

You, your personal representative, or your legally authorized decision maker have the right to participate in decisions about your treatment including the development and implementation of your care plan, your discharge plan and your pain management plan. You should receive a clear and concise explanation of your condition and all proposed technical procedures, including any medically significant alternatives of care or treatment. Whenever possible, this explanation will include a discussion of the risk of death or of serious side effects, problems of recuperation, probabilities of success, alternatives to the proposed plan, and possible consequences if you choose to forgo treatment.

Acceptance and Refusal of Treatment

To the extent permitted by law and regulation, you or your legally authorized decision maker have the right to accept or to refuse medical or surgical treatment, care, or services including foregoing or withdrawing life-sustaining treatment or withholding resuscitative services. You also have the right to additional consultation at your own expense. You or your legally authorized decision-maker has the right to refuse to participate in research programs.

Access to Pain Management

In cooperation with your physician, you have the right to appropriate assessment and management of pain. As appropriate, and as identified as part of your treatment, you will be educated about the pain assessment process and in ways that you can actively participate in the management of your pain. To achieve optimal pain management, it is important to communicate your pain management needs with your physician and others responsible for your care.

Access to Protective Services

If you believe that you are in need of protective services or have been identified as a possible victim of abuse or neglect, you have the right to receive protective services that are consistent with your needs.

Your Responsibilities as a Patient:

Following Rules and Regulations

You have the responsibility to abide by the rules and regulations of the MCSO facilities and physician's offices, including observing our NO concealed carry weapon and non-smoking policy.

Providing Information

You have the responsibility, to the fullest extent possible, to completely and accurately provide your healthcare provider with all the information that may affect the care you receive. You are responsible for providing a copy of your advance directive and a list of home medications. You and your family are responsible for reporting any perceived risks that may affect your care and unexpected changes in your condition.

Complying with Treatment Plans and Following Instructions

You are responsible for complying with the treatment plans provided by your MCSO physicians and staff with instructions for your care. If you do not understand the instructions or do not understand what you are expected to do, you should ask your MCSO physician or their staff for an explanation. If you do not follow the instructions given to you, you are responsible for the consequences and for the outcomes of the services or the treatment plan.

Showing Respect and Consideration

You and your visitors are responsible for being considerate of the MCSO facility personnel and property and for being considerate of the needs of other patients by helping to control noise and other disturbances.

Meeting Financial Commitments

You are responsible for promptly meeting any financial obligations agreed to with MCSO, its physicians, facilities and caregivers.



Our Commitment to Quality and Patient Safety

Connecting with You as a Partner in Care

MCSO is dedicated to providing all our patients with the highest quality of care. Developing and maintaining our relationship with you is one of the most important components of delivering the safest possible care.

Learning about your choices in your treatment plan is important for you to make the best possible decisions. We encourage you to ask a family member or friend to assist you in times when you may not be able to fully participate in your care. Never hesitate to bring your concerns to the attention of your healthcare team. We want to know if something does not seem right or you have concerns.

If any of the foregoing “Responsibilities of Patient” is breached by the patient and your MCSO physician cannot in good conscious move forward with the patient’s care due to such detrimental actions of the patient or their caregiver, then MCSO physician or facility will provide patient and/or its caregiver **Notification of Termination of Relationship** as medical provider and instruct the patient to seek out new providers or facilities to provide their future or ongoing care. Such notification will be given verbally, if possible and will also be sent in letter form via USPS certified mail with return receipt to the last known address in patient’s medical record.

If for any reason you feel that your concerns are not being heard, you and your family members have access to MCSO’s compliance hotline at (847) 251-6574 and please leave a message on the recording; a compliance member will return your call.

