



## **PRIVACY POLICIES**

By using our site, you consent to our privacy policies.

If changes to our privacy policies are made we will post those changes on this page and/or update the Privacy Policy modification date below.

**These policies were last modified in March 2018.**

For questions about our privacy policies call our Compliance Office at 866-937-6652, or write to us at the following address:

Xeron Clinical Laboratories  
Attn: Compliance  
48-25 36<sup>th</sup> Street  
Long Island City, NY 11101

### **Online Privacy Policy**

This online privacy policy applies only to information collected through our website and not to information collected offline. Please read our Notice of Privacy Practices to learn how medical information about you may be used and disclosed and how you can get access to this information.

### **What information do we collect?**

We collect information from you when you are on our site and click on a page or link, respond to a survey, or fill out a contact form.

When using our site, as appropriate, you may be asked to enter your name, e-mail address, mailing address, or phone number. For some functions, you may visit our site anonymously.

Like most websites, we use cookies and/or web beacons to enhance your experience, gather general visitor information, and track visits to our website. Please refer to the 'do we use cookies?' section below for information about cookies and how we use them.



## **What do we use your information for?**

Any of the information we collect from you may be used in one of the following ways:

- To personalize your experience (your information helps us to better respond to your individual needs)
- To improve our website (we continually strive to improve our website offerings based on the information and feedback we receive from you)
- To improve customer service (your information helps us to more effectively respond to your customer service requests and support needs)
- To process transactions (your information, whether public or private, will not be sold, exchanged, transferred, or given to any other company for any reason whatsoever, without your consent, other than for the express purpose of completing your transaction)
- To send periodic emails (Note: If at any time you would like to unsubscribe from receiving future emails, we include detailed unsubscribe instructions at the bottom of each email.)

## **How do we protect your information?**

We implement a variety of security measures to maintain the safety of your personal information when you enter and/or access it on our site.

We offer the use of a secure server. All supplied sensitive/credit information is transmitted via Secure Socket Layer (SSL) technology and then encrypted into our providers database only to be accessible by those authorized with special access rights to such systems, and are required to keep the information confidential.

## **Do we use cookies?**

Yes. Cookies are small files that a site (or its service provider) transfers to your computer's hard drive through your Web browser (if you allow) that enables the sites or service providers systems to recognize your browser and capture and remember certain information.

If you prefer, you can choose to have your computer warn you each time a cookie is being sent, or you can choose to turn off all cookies via your browser settings. Like most websites, if you turn your cookies off, some of our services may not function properly. However, you can still contact us by for general inquiries.



## **Do we disclose any information to outside parties?**

We do not sell, trade, or otherwise transfer to outside parties your personally identifiable information. This does not include trusted third parties who assist us in operating our website, conducting our business, or servicing you, so long as those parties agree to keep this information confidential. We may also release your information when we believe release is appropriate to comply with the law, enforce our site policies, or protect ours or others rights, property, or safety. However, non-personally identifiable visitor information may be provided to other parties for marketing, advertising, or other uses.

Third party links: Occasionally, at our discretion, we may include or offer third party products or services on our website. These third party sites have separate and independent privacy policies. We therefore have no responsibility or liability for the content and activities of these linked sites. Nonetheless, we seek to protect the integrity of our site and welcome any feedback about these sites.

## **Federal & State Online Privacy Compliance**

Because we value your privacy we have taken the necessary precautions to be in compliance with all applicable Federal and State privacy laws.

## **Children's Online Privacy Protection Act Compliance**

We are in compliance with the requirements of COPPA (Children's Online Privacy Protection Act), we do not collect any information from anyone under 13 years of age. Our website, products and services are all directed to people who are at least 13 years old or older.

## **NOTICE OF PRIVACY 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.

Xeron Clinical Laboratories is committed to protecting the privacy of your identifiable health information. This information is known as "protected health information" or "PHI". PHI includes test orders and test results as well as invoices for the healthcare services we provide.

Should you have any questions about this Notice or our privacy practices, please contact us at 866-937-6652 or write to us at the following address:



Xeron Clinical Laboratories  
Attn: Compliance  
48-25 36<sup>th</sup> Street  
Long Island City, NY 11101

This Notice is Effective: 10/2020

### **Our Responsibilities**

Xeron Clinical Laboratories is required by law to maintain the privacy of your PHI. We are also required to provide you with this Notice of our legal duties and privacy practices upon request. It describes our legal duties, privacy practices and your patient rights as determined by the Health Insurance Portability and Accountability Act (HIPAA) of 1996. We are required to follow the terms of this Notice currently in effect. We are required to notify affected individuals in the event of a breach involving unsecured protected health information. PHI is stored electronically and is subject to electronic disclosure. The Notice does not apply to non-diagnostic services that we perform such as certain drugs of abuse testing services and clinical trials testing services.

### **How We May Use or Disclose Your Health Information**

We use your PHI for treatment, payment, or healthcare operations purposes and for other purposes permitted or required by law. Not every use or disclosure is listed in this Notice, but all of our uses or disclosures of your health information will fall into one of the categories listed below.

We need your written authorization to use or disclose your health information for any purpose not covered by one of the categories below. Subject to compliance with limited exceptions, we will not use or disclose psychotherapy notes, use or disclose your PHI for marketing purposes or sell your PHI, unless you have signed an authorization. You may revoke any authorization you sign at any time. If you revoke your authorization, we will no longer use or disclose your health information for the reasons stated in your authorization except to the extent we have already taken action based on your authorization.



The law permits us to use or disclose your health information for the following purposes:

**Treatment:** Xeron Clinical Laboratories provides laboratory testing for physicians and other healthcare professionals and we use your information in our testing process. We disclose your health information to authorized healthcare professionals who order tests or need access to your test results for treatment purposes. Examples of other treatment related purposes for which we may use or disclose your health information include disclosure to a pathologist to help interpret your test results or use your information to contact you to obtain another specimen, if necessary.

**Payment:** Xeron Clinical Laboratories will use and disclose your PHI for purposes of billing and payment. For example, we may disclose your PHI to health plans or other payers to determine whether you are enrolled with the payer or eligible for health benefits or to obtain payment for our services. If you are insured under another person's health insurance policy (for example, parent, spouse, domestic partner or a former spouse), we may also send invoices to the subscriber whose policy covers your health services.

**Healthcare Operations:** Xeron Clinical Laboratories may use or disclose your PHI for activities necessary to support our healthcare operations, such as performing quality checks on our testing, internal audits, arranging for legal services or developing reference ranges for our tests.

**Business Associates:** Xeron Clinical Laboratories may provide your PHI to other companies or individuals that need the information to provide services to us. These other entities, known as "business associates," are required to maintain the privacy and security of PHI. For example, we may provide information to companies that assist us with billing of our services. We may also use an outside collection agency to obtain payment when necessary.

**As Required by Law:** Xeron Clinical Laboratories may use and disclose your PHI as required by law.

**Law Enforcement Activities and Legal Proceedings:** Xeron Clinical Laboratories may use and disclose your PHI if necessary, to prevent or lessen a serious threat to your health and safety or that of another person. We may also provide PHI to law enforcement officials, for example, in response to a warrant, investigative demand or similar legal process, or for officials to identify or locate a suspect, fugitive, material witness, or missing person. We may also disclose PHI to appropriate agencies if we reasonably believe an individual to be a victim of abuse, neglect or domestic violence.



Xeron Clinical Laboratories may disclose your PHI as required to comply with a court or administrative order. We may disclose your PHI in response to a subpoena, discovery request or other legal process in the course of a judicial or administrative proceeding, but only if efforts have been made to tell you about the request or to obtain an order of protection for the requested information.

**Research:** Xeron Clinical Laboratories may disclose PHI for research purposes when an Institutional Review Board or privacy board has reviewed the research proposal and established protocols to ensure the privacy of your PHI and determined that the researcher does not need to obtain your authorization prior to using your PHI for research purposes. We may also disclose information about decedents to researchers under certain circumstances.

**Other Uses and Disclosures:** As permitted by HIPAA, we may disclose your PHI to:

- Public Health Authorities
- The Food and Drug Administration
- Health Oversight Agencies
- Military Command Authorities
- National Security and Intelligence Organizations
- Correctional Institutions
- Organ and Tissue Donation Organizations
- Coroners, Medical Examiners and Funeral Directors
- Workers Compensation Agents
- Electronic health information exchanges, including Arizona Health Information Exchange

Xeron Clinical Laboratories may also disclose relevant PHI to a family member, friend, or anyone else you designate for that person to be involved in your care or payment related to your care. We may also disclose PHI to those assisting in disaster relief efforts so that others can be notified about your condition, status and location.

**Note Regarding State Law:** For all of the above purposes, when state law is more restrictive than federal law, we are required to follow the more restrictive state law.

### **Your Patient Rights**

**Receive Test Information:** You have the right to receive a copy of your PHI that we have created. If your request for a copy of your test information is denied, you may request that the denial be reviewed.



**Amend Health Information:** You may request amendments to your PHI by making a written request. However, we may deny the request in some cases (such as if we determine the PHI is accurate). If we deny your request to change your PHI, we will provide you with a written explanation of the reason for the denial and additional information regarding further actions that you may take.

**Accounting of Disclosures:** You have the right to receive a list of certain disclosures of your PHI made by Xeron Clinical Laboratories in the past six years from the date of your written request. Under the law, this does not include disclosures made for purposes of treatment, payment, or healthcare operations or certain other purposes.

**Request Restrictions:** You may request that we agree to restrictions on certain uses and disclosures of your PHI. We are not required to agree to your request, except for requests to limit disclosures to your health plan for purposes of payment or healthcare operations when you have paid us for the item or service, covered by the request, out-of-pocket and in full and when the uses or disclosures are not required by law.

**Request Confidential Communications:** You have the right to request that we send your health information by alternative means or to an alternative address, and we will accommodate reasonable requests.

**Copy of this Notice:** You have the right to obtain a paper copy of this Notice upon request.

### **How to Exercise Your Rights**

You may write or send an email to us with your specific request, including requesting a form to complete to obtain a copy of your test results. Xeron Clinical Laboratories will consider your request and provide you a response.

### **Complaints/Questions**

If you believe your privacy rights have been violated, you have the right to file a complaint with us. You also have the right to file a complaint with the Secretary of the U.S. Department of Health and Human Services, Office for Civil Rights. Xeron Clinical Laboratories will not retaliate against any individual for filing a complaint.

To file a complaint with us, request a form to obtain your test results, or should you have any questions about this Notice, contact our Compliance office at 866-937-6652.

You may write to us at the following address:



Xeron Clinical Laboratories  
Attn: Compliance  
48-25 36<sup>th</sup> Street  
Long Island City, NY 11101

**Note**

We reserve the right to amend the terms of this Notice to reflect changes in our privacy practices, and to make the new terms and practices applicable to all PHI that we maintain about you, including PHI created or received prior to the effective date of the Notice revision. Our Notice is displayed on our website and a copy is available upon request.