



Pharmacy

Specialty Pharmacy

Summa Health Specialty Pharmacy



summahealth.org/pharmacy

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Welcome

Thank you for being a patient of Summa Health Specialty Pharmacy.

Our goal is to ensure patients and their caregivers receive the attention and support they need to be successful with their treatment. You can count on our guidance, compassion and education throughout your therapy.

Location

Summa Health System - Akron Campus
141 N Forge St, Akron, OH 44304

Hours

Specialty pharmacy

Monday through Friday 8:00 a.m. to 5:00 p.m.

After-hours clinical support

24 hours per day, 365 days per year

We are closed but offer on-call services on the following holidays:

- **New Year's Day** (January 1)
- **Memorial Day** (last Monday in May)
- **Independence Day** (July 4)
- **Labor Day** (first Monday in September)
- **Thanksgiving** (fourth Thursday in November)
- **Friday after Thanksgiving**
- **Christmas Day** (December 25)

Contact us

Phone:

- **Specialty Pharmacy Local:** 330.915.2401
- **Specialty Pharmacy Toll Free:** 1.888.894.3494
- **After-Hours Clinical Support:** Can be reached from either of the above numbers

Website:

summahealth.org/Specialty-Pharmacy

Pharmacy Overview

Summa Health Specialty Pharmacy offers complete specialty pharmacy services to patients living in the Akron area. Our services are designed to meet the needs of each of our patients. Our team of clinical pharmacists and technicians are specially trained in your condition.

We provide:

- One-on-one counseling about your medication
- Refill reminders
- Free delivery of your specialty medications to the location of your choice
- Assistance with your benefits and financial assistance programs
- Information about your disease

Patient Services

We work with you and your provider throughout your therapy. Our role is to provide you prescribed specialty medications with the highest level of care.

Contact the specialty pharmacy if you have questions about:

- Filling or refilling your medication
- Transferring a prescription to our pharmacy or another pharmacy
- Order statuses or order delays
- Insurance coverage and prescription costs
- Medications or concerns
- Filing a complaint
- Our patient management program

Contact our after-hours clinical support using the same numbers if you have clinical questions or concerns about your medication that cannot wait until the next business day.

Patient Management Program

Our specialty pharmacy patients are automatically enrolled into our disease-specific specialty medication service, which is called the patient management program (PMP). This free program is designed to maximize your opportunity for a positive outcome and minimize any negative effects of your specialty therapy.

Specialty medications are often considered high risk due to their high cost, high frequency for side effects, and, in some cases, difficult administration processes.

By participating in the PMP, our clinicians can:

- Monitor your response to therapy more closely
- Identify and respond to any side effects or other areas of concern more quickly
- Work with your provider to address these areas of concern
- Assist with access to Patient Assistance Programs and other financial assistance programs to ensure your access to the medications you need

For you to achieve maximum benefit from our PMP, please keep us informed of any concerns, problems, or changes in your response to therapy or ability to obtain therapy. For more information about the PMP, ask any member of the specialty pharmacy team.

Opting out

Ongoing participation in the PMP is highly encouraged. However, you may choose to opt out of the PMP at any point in your therapy. You will still receive your refill reminder calls even if you opt out of the PMP. You may also choose to opt back into the program at any point. To opt out or back into the PMP, simply tell any pharmacy team member. They will connect you with the pharmacist to make the note in your electronic patient record.

Rights and responsibilities

As a participant in the PMP, you have the following rights and responsibilities. Some of these will overlap with your general patient rights and responsibilities found later in this packet.

1. The right to know about philosophy and characteristics of the PMP
2. The right to have personal health information shared with the PMP only in accordance with state and federal law
3. The right to identify the PMP team members, including their job title, and to speak with a team member's supervisor upon request
4. The right to speak to a health professional
5. The right to receive information about the PMP
6. The right to receive administrative information regarding changes in, or termination of, the PMP
7. The right to decline participation, revoke consent, or disenroll at any point in time
8. The responsibility to submit any necessary forms to participate in the program to the extent required by law
9. The responsibility to give accurate clinical and contact information and notify the PMP of changes in this information
10. The responsibility to notify your treating provider of your participation in the PMP, if applicable

Language and Cultural Services

We welcome diversity and comply with standards for language and cultural services. We can provide trained, qualified medical interpreters for our patients and their families at no cost. Interpreters can help ensure effective communication for those who are:

- Limited-English Proficient (LEP)
- Deaf/Hard of Hearing (HOH)
- Having other communication challenges

We also have resources to support culturally competent care for diverse patient populations. Please let a pharmacy team member know if:

- You need help from an interpreter service.
- You have a preferred language or mode of communication other than English.
- You have any other communication or cultural needs.

Frequently Asked Questions

How is a specialty pharmacy different from a retail pharmacy?

Specialty pharmacies are dedicated to ensuring your therapy provides the best possible outcome.

Here are some of the things we do:

- Enroll you in a patient management program
- Ensure you have access to your medication without any gaps in therapy. This includes:
 - Scheduling prompt delivery of the medication
 - Assisting with prior authorizations
 - Helping with financial assistance
- Partner with you and your provider to achieve therapy treatment goals through our patient management program
- Provide you with a thorough review of your medication. This includes:
 - Getting an accurate list of your current prescriptions
 - Screening for disease-specific drug interactions

How does my new prescription get to the pharmacy?

How do I know when I will receive it?

There are a few ways we may receive your new prescription:

- Your provider will send the prescription electronically when treatment is prescribed. This is the most common method.
- Your provider will write a paper prescription and send it to the pharmacy via mail or fax.
- Your provider will call in the prescription.

When we receive the prescription from your provider, we will review it, arrange reimbursement, and fill your medication.

Once it is ready, we will contact you to schedule the delivery. You can also pick up your prescription from the pharmacy at your convenience.

When will the specialty pharmacy contact me or my provider?

The specialty pharmacy will call you to:

- Discuss your prescription and copay amount
- Schedule the delivery or pickup time
- Advise you of any delays in your order
- Review how to store your medication
- Verify your prescription insurance information
- Get documentation of your income to enroll you in financial assistance
- Provide counseling on your medicine
- Tell you we must transfer your prescription to another specialty pharmacy
- Notify you of any FDA recalls of your medicine

We will contact your provider:

- At your request
- When you are out of refills

How do I pay for my medication?

Summa Health Specialty Pharmacy can accept and bill most insurance companies. Our team will work with your insurance company and provider to cover your prescription. We will assist you with getting financial help if needed. You will be responsible for paying your copayment or coinsurance when you order your medication. We will let you know the exact amount you need to pay.

We will provide you with the out-of-network price if:

- You are out-of-network with our pharmacy
- You prefer to pay in cash
- You do not have insurance

For payment, we accept:

- Credit cards
- Cash
- Personal checks
- Flexible spending or health savings accounts

If you still owe a balance for any reason, you will need to pay the balance before your next refill.

How do I get a refill?

A specialty pharmacy technician will contact you before your medication is scheduled to run out. We will:

- Check on your progress
- Ask about any side effects
- Verify your dosage
- Determine the shipment or pickup time of your next refill

You can also pick up your prescription at the pharmacy at your convenience. Payment is required before your medication can be shipped or picked up from the pharmacy. Please call **330.915.2401** (local) or **888.894.3494** (toll-free) during our normal business hours if you have questions or need help.

What should I do if I have questions about the status of my order?

If you have questions about the status of your order, please call the pharmacy during normal business hours. You also can leave a message on our voicemail.

Will the specialty pharmacy be able to fill all my medications?

We have access to and stock a wide range of specialty medications. If we are not able to obtain your medications for any reason, we will transfer your prescription to another pharmacy of your choice. Our team will work with you to ensure you receive all your medications.

Will you ever substitute my medication for a different one?

We will inform you if any less expensive generic substitutions are available for medications we provide you. You can either accept the generic substitution or request the brand name product. If you request the brand name product, you may have a much higher copay.

What should I do if my medication is recalled?

If there is a recall on any of your medications, we will call you with important information and provide any replacement dose(s) as needed.

What should I do if I may be having an adverse (bad) reaction to my medication?

If you feel you are having a bad drug reaction or experiencing symptoms that require urgent attention, you should go to a local emergency room or call 911.

Symptoms that require urgent attention include:

- Shortness of breath
- Skin rash
- Hives
- Fever
- Swelling
- Wheezing

Please contact the pharmacy on the next business day and let us know of the reaction and any steps you may have taken.

What should I do if I suspect a medication error?

Medication errors are serious matters that need to be addressed as soon as they are discovered. If you suspect an error with your medication, please contact us immediately and ask to speak with the pharmacist or the specialty pharmacy supervisor.

What if I am not happy with the services I receive?

We will attempt to resolve any concerns or issues you experience as quickly as possible. If you would like to file a complaint, please call **330.915.2401** (local) or **888.894.3494** (toll-free). If you still have concerns, you may contact the Clinical Operations Manager or General Manager at the numbers listed above and ask for them directly.

If we are unable to resolve your complaint, you may contact:

- Summa Health Service Excellence Department at **330.375.6765**
- Your insurance company
- Ohio Board of Pharmacy at **614.466.4143** or **orpharmacy.ohio.gov/Forms/Complaint**
- Accreditation Commission for Health Care at **855.937.2242**
- URAC at **202.216.9010** or **urac.org/contact**.

Disposing of Medications and Supplies

Unused medications

If you need to dispose of unused medications, there are two available options.

You can dispose of unused prescriptions at a medication “Take-Back Program.” Our team will assist you in finding the dates and locations of such events.

You can also dispose of unused medications at home by mixing them into cat litter or used coffee grounds and placing the mixture in a sealed container. The sealed container can then be thrown out in your household trash.

Find more information at:

- RXdrugdropbox.org
- fda.gov/forconsumers/consumerupdates/ucm101653.htm

Chemotherapy and hazardous drugs

- Do not dispose of chemotherapy and other hazardous drugs by throwing them in trash or flushing them down the toilet.
- Put the medication in a sealable container, such as a plastic bag or coffee can.
- Mix the medication with an undesirable substance such as cat litter or used coffee grounds. Do not attempt to crush or destroy the medication.
- Seal the container and put it in the regular trash, not the recycling.

Home-generated biomedical waste

Home-generated biomedical waste is any type of syringe, lancet or needle used in the home to inject medication or draw blood. Special care needs to be taken with the disposal of these items. These precautions will protect you and others from injury and keep the environment safe and clean.

Needle-Stick Safety

- Plan for safe handling and disposal before use
- Do not use a needle more than once
- Never put the cap back on a needle once removed
- Throw away used needles immediately after use in a sharps container
- Keep out of the reach of children and pets
- Report any needle sticks or sharps-related injuries to your provider

If your therapy involves the use of needles, we will give you a sharps container to use for disposal. After using your injectable medication, place all needles, syringes, lancets and other sharp objects into a sharps container. Check with your local waste management collection service or public health department to determine disposal procedures for sharps containers in your area.

If a sharps container is not available, you can use a hard plastic or metal container with a screw-on top or other tightly securable lid instead. For example, you could use an empty hard can or liquid detergent container. Once the materials are in an acceptable container, you may dispose of it in the trash at home.

You should **not** place sharp objects, such as needles or syringes, into the trash unless they are in a sharps container, and you should **not** flush them down the toilet.

Find more information at:

- Centers for Disease Control and Prevention (CDC) Safe Community Needle Disposal, cdc.gov/needledisposal

Planning for an Emergency

Preparing with the pharmacy

We would much rather prepare you for an emergency ahead of time than wait until it has happened. We may ask you where you will go if an emergency occurs, which may be a shelter, home of a friend or relative or hospital. We may also ask you for the name and phone number of a close family member, friend or neighbor to use as an alternative contact.

Preparing at home

Know what to expect, where to go and what to do.

You should know what the most common emergencies are in your area and what to do if one occurs. Your local emergency resources, such as the Red Cross, law enforcement agencies and news and radio stations, usually provide excellent information and tips for planning.

One of the most important pieces of information you should know is the location of the closest special needs shelter. These shelters open to the public during voluntary and mandatory evacuation times. They specialize in caring for patients with special medical needs. They are usually the safest place to go if you cannot get to the home of a friend or family member.

Responding

When you expect an emergency might occur, please contact us. Providing us as much information as possible will help us ensure you receive your needed supplies.

If you do not contact us before or during a known emergency, we will attempt to contact you. We will use the phone numbers you provided us to try to determine your location and safety.

Evacuating your home

If the emergency requires you to evacuate, please take your medications with you. Remember to bring a cooler with ice bricks if any of your medication requires refrigeration. Once you evacuate to a safe space, notify us of your new location so we can ensure there are no gaps in your therapy. If you need medication, please call us as soon as possible and we will do our best to assist you.

Reaching the pharmacy

If the Specialty Pharmacy must close due to a disaster, we will provide instructions on contacting our team, reviewing medication orders, scheduling deliveries and receiving other important information on our answering machine message.

If travel or access to the pharmacy is restricted due to damage from the disaster, we will attempt to alert you through the phone numbers you provided.

Need help?

For more information on emergency preparations and responses, visit the FEMA website at [fema.gov](https://www.fema.gov).

Wellness Tips

Washing your hands

Keeping your hands clean is one of the most important steps in staying well. Basic hand washing with soap and water significantly reduces the spread of germs. If you do not have access to clean water, use hand sanitizer instead.

When should you wash your hands?

- Before, during and after preparing food
- Before eating food
- Before and after caring for someone who is sick
- Before and after treating a cut or wound
- After using the toilet
- After changing diapers and cleaning up or helping a child who has used the toilet
- After blowing your nose, coughing or sneezing
- After touching an animal, animal feed or animal waste
- After handling pet food or pet treats
- After touching garbage

How should you wash your hands?

1. Wet your hands with clean, running water (warm or cold). Turn off the tap. Apply soap.
2. Lather your hands by rubbing them together with the soap. Be sure to lather the backs of your hands, between your fingers and under your nails.
3. Scrub your hands for at least 20 seconds. Need a timer? Hum the "Happy Birthday" song from beginning to end, twice.
4. Rinse your hands well under clean, running water.
5. Dry your hands using a clean towel or air dry them.

Preventing the flu

The flu affects millions of people every year. While many people recover from the flu at home, an estimated 250,000 people are admitted to the hospital each year. Unfortunately, more than 18,000 people die annually due to the flu.

How can you help stop the spread?

- Get a flu shot
- Cover your cough
- Try to stay away from others who are sick
- Stay home when you feel sick
- Avoid touching your eyes, nose and mouth
- Clean and disinfect potentially contaminated areas

Resources

- cdc.gov/flu
- cdc.gov/handhygiene

Notice of Privacy Practices Akron Assurance Hospital Company, LLC

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.

Your Rights

Access your protected health information (PHI) in paper and electronic form

- You can ask us to see or get a copy of your PHI and send a copy to someone else.
 - PHI includes information, such as your name, date of birth and medical record number that relates to your health or payment for care. It does not include psychotherapy notes or information kept for legal purposes.
- If you request your PHI electronically in a specific format, we will provide it if possible. If not, we will work with you to choose a readable electronic format.
- We typically provide your PHI (or a summary if you prefer) within 30 days. If we need extra time, we will let you know why and when we will respond.
- Once PHI is shared with someone else, it may be redisclosed and no longer protected.
- We may charge fees for copies of your medical records as permitted by law.

- If we deny your request, we will explain why in writing and tell you your options. If we do not have the information you requested, but know where it is kept, we will tell you.
- For details on how to request your medical records, ask us or visit: summahealth.org/patientvisitor/patient-support/releaseofinformation

Revoke your authorization for release of PHI

You may cancel your authorization at any time by sending a written notice to our Health Information Management Department: releases@summahealth.org.

We are unable to take back any disclosures we have already made based on your authorization.

Create a MyChart account to access your PHI

- For fast access to your PHI, you can create an online MyChart account.
- MyChart helps you review and manage information about your health and communicate with your care team.

Request a correction (amendment) to your paper or electronic PHI

- You can ask us to correct your PHI. The request must be in writing and explain why the information should be corrected.
- You can access the PHI Amendment Request Form at summahealth.org/patientvisitor/patient-support/releaseofinformation and mail the completed form to: Summa Health MyChart Amendment Support, Health Information Management - 1st Floor, 141 N. Forge St., Akron, OH 44304, or fax to: 330.375.3392.
- We may deny your request if the information on file is accurate and complete or for other permissible reasons.

Request confidential communication

- You can ask us to contact you in a specific way (for example, home or office phone or send mail to a different address).
- We will agree to all reasonable requests.

Ask us to restrict PHI we share

- You can ask us not to use or disclose your PHI.

- We are only required to agree to your request if:
 - You ask us not to share PHI with your health plan for payment or healthcare operations, and
 - The PHI relates only to items or services that you or another person (not your health plan) paid for in full.

Get a list of those with whom we have shared your PHI

- You can request a list showing when, to whom and why your PHI was shared in the past six years.
- The list will not include disclosures for treatment, payment, healthcare operations or those you authorized.
- To request this list, send a request to releases@summahealth.org.
- You may receive one free list per year. Additional requests within 12 months may have a reasonable fee.

Substance use disorder records protected by 42 CFR part 2

You can ask for an accounting of disclosures for three years prior to the date of your request. We will include disclosures for treatment, payment and healthcare operations.

Choose someone to act for you

- You may appoint someone to exercise your rights related to your PHI, such as:
 - A healthcare power of attorney, or
 - A HIPAA representative
- We will verify that the person has the proper authority to act on your behalf.

Get a copy of this notice

- You can ask for a paper copy of this notice at any time, even if you have agreed to receive it electronically. We will provide you with a paper copy promptly.

Opt out of phone, text or email communications

- We may contact you about your healthcare using the phone numbers and email addresses you provide. This may include automated calls, texts or emails.
- You can opt out of these communications at any time.
- Messages may include appointment reminders, billing, research opportunities and general health information.

- Texts and emails are not encrypted, so there is a risk someone else could access them. We limit the amount of PHI in these messages.
- If you do not wish to receive texts or emails, please let us know, and we will honor your request.

Tell us your choices about what we share

You can tell us your preferences about how we share your information in the situations described below. You have the right to ask us not to:

- Share your information with your family, close friends or others involved in your care
- Include your information in the facility directory

If you are unable to tell us your preferences, we may share your information if we believe doing so is in your best interest. We may also share information when necessary to prevent or reduce a serious and immediate threat to health or safety.

Our Responsibilities

- We are required by law to maintain the privacy of your PHI.
- We will only use and disclose your PHI as described in this notice.
- Uses and disclosures not described in this notice will be made only with written authorization.
- We will not sell your PHI, and will obtain your written authorization before using or disclosing PHI:
 - For marketing purposes
 - That is psychotherapy notes or substance use disorder counseling notes, except to carry out certain treatment, payment or operations
- We will promptly inform you if a breach occurs that compromised the privacy or security of your PHI.

How We Use and Disclose Your PHI

We use and disclose PHI for treatment, payment and healthcare operations (TPO).

For treatment

- We use and share your PHI to provide, coordinate and manage your healthcare. For example, we share your PHI with:
 - Doctors, nurses, technicians, medical students or other hospital staff who are involved in taking care of you

- Service providers that help with other health-related needs, such as food, housing, social and mental health support. Service providers include, for example, Unite Us, Better Health Partnership and United Way 211.
- We use and share your PHI to provide you with appointment or medication reminders. You may request that we provide such reminders in a certain way or at a certain place. We will try to honor all reasonable requests.
- We may also communicate to you by newsletters, mailings, email or other means about treatment options, health-related information, disease management programs, wellness programs or other community-based activities in which Summa Health participates.

For payment. We use and share PHI to bill and get payment from health plans or other entities.

For example, we share your PHI to:

- Bill and collect payment from your insurance company or other third party.
- Obtain precertification and preauthorization of services.

Healthcare operations. We use and share your PHI to run our practice, train providers and improve our services. For example, we use and share your PHI with:

- Doctors, nurses, technicians, medical students and others for review and learning reasons
- Auditors and agencies that review the quality of care we provide
- Organizations that create quality standards for treating certain conditions

Substance use disorder records protected by 42 CFR part 2

- We obtain consent before using or disclosing substance use disorder (SUD) records protected by 42 CFR part 2 for TPO, except if the third-party payer is a HIPAA-covered health plan.
- Patients may provide a single consent covering all future TPO uses/disclosures until revoked.
- Treatment may be conditioned on signing consent for future TPO disclosures.
- Records that are disclosed to a part 2 program, covered entity or business associate pursuant to the patient's written consent for treatment, payment and healthcare operations may be further

disclosed by that part 2 program, covered entity or business associate, without the patient's written consent, to the extent the HIPAA regulations permit such disclosure.

Maintain a facility directory. Summa hospitals maintain a patient directory listing the name, location, general condition and, if you wish, religious affiliation. Unless you choose to opt out of the facility directory, we may:

- Share that information (but not religious affiliation), with anyone who requests it by asking for you by name.
- Share this information, including your religious affiliation, with trained members of Summa Health's Volunteer Services who provide faith-based visits to patients who desire such visits.

During registration you may have your information excluded from this directory and/or request not to receive faith-based visits.

Substance use disorder records protected by 42 CFR part 2

If a facility is publicly identified as providing substance use disorder services, patient consent is required before acknowledging presence.

Family and friends involved in your care. In certain circumstances, we may:

- Disclose your PHI to a person who is involved in your medical care or helps pay for your care, such as a family member or friend.
- Notify your family about your location or general condition or disclose PHI to an entity assisting in a disaster relief effort.

Help with public health and safety issues. We can share your PHI in certain situations, such as:

- Preventing disease
- Helping with product recalls
- Reporting adverse reactions to medications
- Reporting suspected abuse, neglect or domestic violence
- Preventing or reducing a serious threat to anyone's health or safety

Conduct research. Under certain circumstances, we may use and disclose PHI for research purposes.

- All Summa Health research is approved through a special review process to protect patient safety, welfare and confidentiality. This process evaluates a proposed research project and its use of PHI to balance the benefits of research with the need for privacy of PHI.
- Even without special approval, we may permit researchers to look at records to help them identify patients who may be included in their research project or for similar purposes.

Respond to organ and tissue donation requests. We can share PHI for an organization's procurement, banking or transplantation of cadaveric organs, eyes or tissues.

Work with coroners, medical examiners or funeral directors. We may share your PHI with coroners, medical examiners and funeral directors so they can do their jobs.

Address requests related to Workers' Compensation. We may disclose PHI for Workers' Compensation or similar programs that provide benefits for work-related injuries or illness.

Comply with the law. We share your PHI if state or federal law requires it, including the U.S. Department of Health and Human Services if it wants to see that we are complying with federal privacy laws.

Address law enforcement requests. In certain circumstances, we may disclose your PHI to law enforcement officials, such as:

- In response to a valid court order, subpoena or search warrant
- To identify or locate a suspect, fugitive or missing person
- To report a crime committed on Summa Health premises

Hospital police officers and security personnel use of body-worn cameras. Hospital police officers and security personnel may use body-worn cameras, which could capture images or audio that include health information. When these recordings contain PHI, we handle them in accordance with privacy laws and may use them for safety, investigations or as required by law.

Respond to health oversight agencies for activities authorized by law. We may share PHI with health oversight agencies or authorized government officials who oversee the healthcare system, civil rights and privacy laws, and compliance with government programs.

Respond to requests by specialized government functions,

such as:

- National security and intelligence activities
- Protective services for the President and others
- Correctional institutions and other law enforcement officials having lawful custody of an inmate

Respond to lawsuits and legal actions. We can share PHI in response to a court or administrative order, or in response to a subpoena.

Substance use disorder records protected by 42 CFR part 2

- Records, or testimony relaying the content of such records, shall not be used or disclosed in any civil, administrative, criminal or legislative proceedings against the patient unless based on specific written consent or a court order.
- Records shall only be used or disclosed based on a court order after notice and an opportunity to be heard is provided to the patient or the holder of the record, where required by 42 USC 290dd-2 and part 2.
- A court order authorizing use or disclosure must be accompanied by a subpoena or other similar legal mandate compelling disclosure before the record is used or disclosed.

Share with business associates. We share PHI with third parties so that they can perform a job we have asked them to do. For example, we may use another company to perform billing services on our behalf. These third parties are required to protect the privacy and security of your PHI.

Share PHI via Health Information Exchange (HIE). We may share your PHI electronically with non-Summa Health providers and health plans through an HIE. This allows your healthcare providers to access some of your Summa Health records to coordinate services for you. It also allows us to share your PHI with your insurers for payment purposes.

- If you do not wish to have your PHI shared with an HIE, please contact the Summa Health Privacy Officer at complianceprivacy@summahealth.org.
- Please be aware that any restrictions on the disclosures of PHI to an HIE may result in a healthcare provider not having access to PHI that is needed for your care.

How we use artificial intelligence (AI).

We use artificial intelligence (AI) to help make your care safer, better and more efficient. AI is computer technology that can assist doctors and staff in many ways, such as:

- Supporting treatment and care: AI can help your care team review health information to support diagnosis and treatment plans.
- Making things easier: AI can help with scheduling appointments, billing and managing resources.
- Improving quality: AI can find patterns in health data to help improve patient outcomes.

If AI uses your PHI, we follow HIPAA Privacy and Security Rules to keep your information safe. You can ask for more details about how AI uses your PHI. In some cases, you may choose not to take part in AI programs that are not required for your care.

Special protection for certain types of health information. Special privacy protections apply to certain types of information, such as HIV/AIDS-related, substance use disorder treatment, mental health and genetic information. This means that parts of this notice may not apply to these types of information because stricter privacy requirements apply. Summa Health will only disclose this information as permitted by applicable state and federal laws.

Notice of Nondiscrimination

Discrimination is against the law. Summa Health System complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, creed, sex, sexual orientation, gender identity or expression, national origin, religion, disability or age. Summa Health System provides free:

- Aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Language services to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

Language assistance services, free of charge, are available to you. Call **234.867.6320**.

If you believe that Summa Health has failed to provide these services or discriminated in another way based on race, color, national origin, age, disability or sex, you can file a grievance with the Quality Department, 1077 Gorge Blvd, Akron, OH 44310, telephone **330.375.6765**, email **qualitycare@summahealth.org**. You can file a grievance in person, by mail, telephone, fax or email. If you need help filing a grievance, the Grievance Center patient advocate will be available to help you.

Contact Information

If you have questions about this notice or would like to file a privacy-related complaint, please contact our Privacy Officer by calling **330.996.8587** or emailing **complianceprivacy@summahealth.org**.

You can also file a complaint with the U.S. Department of Health and Human Services, Office for Civil Rights:

- Electronically: ocrportal.hhs.gov/ocr/smartscreen/main.jsf
- Mail or phone:
U.S. Department of Health and Human Services
200 Independence Avenue SW
Room 509F, HHH Building
Washington, DC 20201
800.368.1019; 800.537.7697 (TDD)

We will not retaliate against you for filing a complaint.

Organized Health Care Arrangement (OHCA) at Summa Health

Summa Health participates in an Organized Health Care Arrangement (OHCA) under the Health Insurance Portability and Accountability Act (HIPAA). An OHCA is an arrangement that allows Summa Health entities to share health information about our patients and/or plan members to promote the joint operations of the participating entities. The entities covered by this notice, which are listed below, have formed an OHCA and share health information with each other for treatment, payment and healthcare operations of the OHCA.

- Summa Health System hospitals and affiliates:
Akron Campus, Barberton Campus, Summa Rehab Hospital
- Summa Health Medical Group
- Summa Health Medical Centers
- Summa Health Urgent Care Facilities
- Summa Health Emergency Department
- Summa Health at Home
- NewHealth Collaborative
- The Medina Surgery Center
- SummaCare health plan is covered by its own separate Notice of Privacy Practices, which can be found here: **summacare.com/legal-and-privacy/notice-of-privacy**.

Changes to the terms of this notice. We reserve the right to change the terms of this notice and make the new notice provisions effective for all PHI that Summa Health maintains. The new notice will be available upon request, in our office and on our website.

EFFECTIVE date of this Notice is April 14, 2003.

REVIEWED: June 28, 2006, August 31, 2011.

REVISED: September 2013, January 2018, April 2021, May 2022, January 16, 2026.



Specialty Pharmacy