



Specialty Pharmacy

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**.

Patient Rights and Responsibilities

As a patient of Summa Health Specialty Pharmacy you have the following rights and responsibilities. If you feel any of these rights have not been provided, please contact the Clinical Operations Manager or General Manager at **330.915.2401** (local) or **888.894.3494** (toll-free) and ask for them directly.

Patient rights

- Be fully informed in advance about care/service to be provided, including the disciplines that furnish care and the frequency of visits, as well as any modifications to the plan of care
- Be informed in advance, both orally and in writing, of the charges associated with care/service, including payment expected from third parties and any charges for which the patient will be responsible
- Receive information about the scope of services the organization will provide
- Participate in the development and periodic revision of the plan of care
- Refuse care or treatment after the consequences of refusing care or treatment are fully presented
- Be informed of patient rights under state law to formulate an Advanced Directive, if applicable
- Have one's property and person treated with respect, consideration, and recognition of patient dignity and individuality
- Be able to identify visiting personnel members through proper identification
- Be free from mistreatment, neglect, or verbal, mental, sexual, and physical abuse, including injuries of unknown source and misappropriation of patient property
- Voice grievances/complaints regarding treatment, care, or lack of respect of property and recommend changes in policy, personnel, or care/service without restraint, interference, coercion, discrimination, or reprisal
- Have grievances/complaints regarding treatment or care that is (or fails to be) furnished and have lack of respect of property investigated

- Have all Protected Health Information (PHI) and other information contained in the patient record kept private and confidential
- Be advised on the pharmacy's policies and procedures regarding the disclosure of clinical records
- Choose a healthcare provider, including an attending physician, if applicable
- Receive appropriate care without discrimination and in accordance with physician's orders, if applicable
- Be informed of any financial benefits when referred to an organization
- Be fully informed of one's responsibilities

Patient responsibilities

- Submit forms that are necessary to receive services
- Provide accurate medical and contact information and provide notice of any changes
- Notify the treating provider of participation in the services provided by the organization
- Notify the organization of any concerns about the care or services provided

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**.

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](https://www.cdc.gov/flu)
- [cdc.gov/handhygiene](https://www.cdc.gov/handhygiene)

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.

The privacy practices described in this Notice will be followed by healthcare professionals, employees, medical staff, trainees, students, contracted service providers, and volunteers in the clinically integrated healthcare setting of Summa Health System (Summa). At the end of this Notice is a list of the providers and locations to which this Notice of Privacy Practices applies. Doctors and other caregivers who treat patients at Summa facilities but who are not employed by us exchange information about you as a patient with other providers and Summa employees. These healthcare practitioners may also give you other privacy notices that describe their office practices.

All of these hospitals, doctors, healthcare providers, entities, facilities, associates and services (referred to as "Summa" or "we") may share your health information with each other for reasons of treatment, payment, and healthcare operations as discussed below.

Summa is required by law to maintain the privacy of our patients' personal, protected health information and to provide patients with notice of our legal duties and privacy practices with respect to personal, protected health information. We are required to abide by the terms of this Notice so long as it remains in effect. We reserve the right to change the terms of this Notice of Privacy Practices as necessary and to make the new Notice effective for all personal, protected health information maintained by us. You may receive a copy of any revised Notice at any Summa point of registration or by mailing a request to a Summa Privacy Officer. Contact information is provided below. This Notice is also posted on our website

Uses and Disclosures of Your Personal, Protected Health Information

Uses and Disclosures for Treatment

Except as outlined below, we will not use or disclose your personal, protected health information for any purpose unless you have signed a form authorizing the use or disclosure. You have the right to revoke that authorization in writing unless we have taken any action in reliance on the authorization.

We use and disclose your personal, protected health information as necessary for your treatment. For instance, doctors, nurses and other professionals involved in your care will use information in your medical record and information that you provide about your symptoms and reactions to plan a course of treatment for you that may include procedures, medications, tests, etc. We may also release your personal, protected health information to another healthcare facility or professional who is not affiliated with our organization but who is or will be providing treatment to you. For instance, if, after you leave the hospital, you are going to receive home healthcare, we may release your personal, protected health information to that home healthcare agency so that a plan of care can be prepared for you. Summa and related physician offices make

electronic medical record information and results available through electronic health systems to Summa related and affiliated providers as well as unrelated healthcare providers who agree to access the information for the purpose of patient care and treatment.

Uses and Disclosures for Payment

We will use and disclose your personal, protected health information as necessary for the payment purposes of those health professionals and facilities that have treated you or provided services to you. For instance, we and the health professionals involved in your care may forward information regarding your medical procedures and treatment to your insurance company to arrange payment for the services provided to you or we may use your information to prepare a bill to send to you or to the person responsible for your payment.

Uses and Disclosures for Healthcare Operations

We will use and disclose your personal, protected health information as necessary and as permitted by law, for our healthcare operations that include clinical improvement, professional peer review, business management, accreditation and licensing, etc. For instance, we may use and disclose your personal, protected health information for purposes of improving the clinical treatment and care of our patients. We may disclose protected health information to doctors, nurses, technicians, medical students, volunteers and other persons for review and learning purposes and for the operation of educational programs. We may also disclose your personal, protected health information to another healthcare facility, healthcare professional, or health plan for such things as compliance, billing audits, quality assurance and case management, if that facility, professional, or plan also has or had a patient relationship with you or is part of the clinically integrated healthcare setting.

Health Information Exchanges

Summa Health participates in one or more Health Information Exchanges; currently we participate in CliniSync. CliniSync is a Health Information Exchange operated by the Ohio Health Information Partnership. Participating healthcare providers can use electronic networks to securely exchange medical information of patients for treatment, payment or other healthcare operations. For example, if they participate in the same Health Information Exchange, the medical information from a physician you regularly visit could be available when visiting an out of town emergency room. Patients may withdraw from participation in this Health Information Exchange during registration or at any time by notifying the System Privacy Officer at **330.375.6665**.

1. Your protected health information will be disclosed to the approved health information exchanges to facilitate the provision of healthcare to you;
2. The approved health information exchanges maintain appropriate administrative, physical and technical safeguards to protect the privacy and security of protected health information;
3. Only authorized individuals may access and use protected health information from the approved health information exchanges;
4. You or your personal representative have the right to request in writing that the covered entity do either or both of the following:
 - Not disclose any of your protected health information to the approved healthcare exchange;
 - Not disclose specific categories of your protected health information to the approved health information exchanges;
5. Any restrictions on the disclosure of protected health information you request under (4) above may result in a healthcare provider not having access to information that is necessary for the provider to render appropriate care for you;
6. Any restrictions on the disclosure of protected health information you request as described under (4) above must be honored by the covered entity.
7. Any restrictions on the disclosure of protected health information you request as described under (4) above must be honored if the restriction is consistent with rules adopted under Chapter 3798 of the Ohio Revised Code.

Our Patient Directory

Each Summa Hospital maintains a patient directory listing the name, room number, general condition and, if you wish, your religious affiliation. Unless you choose to have your personal, protected health information excluded from this directory, the information, excluding your religious affiliation, will be disclosed to anyone who requests it by asking for you by name. This information, including your religious affiliation, may be also provided to trained members of Summa Health's Volunteer Services who provide faith-based visits to patients who desire such visits. You have the right during registration to have your information excluded from this directory and/or to request not to receive faith-based visits.

Family and Friends Involved in Your Care

With your approval, we may disclose your personal, protected health information to designated family, friends, and others who are involved in your care or in payment of your care in order to facilitate that person's involvement in caring for you or paying for your care. If you are unavailable, incapacitated, or facing an emergency medical situation and we determine that a limited disclosure may be in your best interest, we may share limited personal, protected health information with such individuals without your approval. We may also disclose limited personal, protected health information to a public or private entity that is authorized to assist in disaster relief efforts in order for that entity to locate a family member or other persons that may be involved in some aspect of caring for you.

Business Associates

Certain components of our services are performed through contracts with outside persons or organization such as auditing, accreditation, legal services, etc. At times it may be necessary for us to provide some of your personal, protected health information to one or more of these outside persons or organizations who assist us with our healthcare operations. In all cases, we require these business associates to appropriately safeguard the privacy of your information.

Fundraising

We may contact you to donate to a fundraising effort for or on behalf of our non-profit entities. You have the right to “opt-out” of receiving fundraising materials or communications and may do so by emailing **foundation@summahealth.org**, calling toll-free at **800.237.8662** or **800.23.SUMMA**, or by sending your name and address, together with your request to be removed from one or more of our fundraising mailing lists, to Summa Foundation 525 East Market Street Akron, Ohio 44304. Other or updated information regarding your opt-out rights may be included in fundraising or educational materials.

Appointments and Services

We may contact you with appointment reminders or information about treatment alternatives or other health-related benefits and services that may be of interest to you. You have the right to request, and we accommodate reasonable requests, to receive communications regarding your personal, protected health information by alternative means or at alternative locations. For instance, you may not want appointment reminders left on voice mail or sent to a particular address and we will accommodate reasonable requests. You may request such confidential communication in writing and may send your request to the System Privacy Officer at Summa Health.

Health Products and Services

We may from time to time use your personal, protected health information to communicate with you about health products and services necessary for your treatment, to advise you of new products and services we offer, and to provide general health and wellness information.

Marketing

We do not sell your personal protected health information. We will not engage in subsidized communications about health related products or services, with the exception of face-to-face communication or promotional items of minimal value, without your authorization. You may revoke such authorization in writing.

Research

In limited circumstances, we may use and disclose your personal, protected health information for research purposes. For example, a researcher may wish to compare outcomes of all patients that received a particular drug and will need to review a series of medical records. In all cases where your authorization is not obtained, your privacy will be protected by strict confidentiality requirements applied by an Institutional Review Board that oversees the research, or by representations of the researchers that limit their use and disclosure of patient information.

Other Uses and Disclosures

We are permitted or required by law to make certain other uses and disclosures of your personal, protected health information without your authorization.

We may release your personal, protected health information:

- For any purpose required by law;
- For public health activities, such as required reporting of disease, injury, and birth and death, and for required public health investigations;
- As required by law if we suspect child abuse or neglect or if we believe you to be a victim of abuse, neglect, or domestic violence;
- To the food and drug administration if necessary to report adverse events, product defects, or to participate in product recalls;
- To your employer when we have provided healthcare to you at the request of your employer; in most cases you will receive notice that information is disclosed to your employer;
- If required by law to a government oversight agency conducting audits, investigations, or civil or criminal proceedings;
- If required to do so by court or administrative ordered subpoena or discovery request; in most cases you will have notice of such release;
- To law enforcement officials as required by law to report wounds and injuries and crimes;
- To coroners and/or funeral directors consistent with law;
- If necessary to arrange an organ or tissue donation from you or a transplant for you;
- If you are a member of the military as required by armed forces services; we may also release your personal, protected health information if necessary for national security or intelligence activities; to workers' compensation agencies if necessary for your workers' compensation benefit determination.

Your Rights

Access to Your Personal, Protected Health Information

You have the right to receive a copy and/or inspect much of the personal, protected health information that we retain on your behalf. All requests for access must be made in writing and signed by you or your representative. We may charge you a reasonable fee if you request a copy of the information. We may also charge for postage if you request a mailed copy. You have the right to electronic copies of your health information when it is stored in electronic format. Patients or their legal representatives may request access to their personal, protected health information by completing the Authorization for Release of Information Form, which is available from the Medical Records Department, the Patient Accounts Department, and under Visitor Information on the Summa Health System website.

Amendments to Your Personal, Protected Health Information

You have the right to request in writing that personal, protected health information we maintain about you be amended or corrected. We are not obligated to make all requested amendments but will give each request careful consideration. All amendment requests, in order to be considered by us, must be in writing, signed by you or your representative, and must state the reasons for the amendment/correction request. If we make an amendment or correction that you request, we may also notify others who work with us and have copies of the uncorrected record if we believe that such notification is necessary. Amendment request forms may be obtained from the Medical Records Department.

Accounting for Disclosures of Your Personal, Protected Health Information

You have the right to receive an accounting of certain disclosures made by us of your personal, protected health information. Requests must be made in writing and signed by you or your representative. Accounting request forms are available from the Medical Records Department. The first accounting in any 12-month period is free; you will be charged a reasonable fee for each subsequent accounting you request within the same 12-month period.

Restrictions on Use and Disclosure of Your Personal, Protected Health Information

You have the right to request restrictions on certain uses and disclosures of your personal, protected health information for treatment, payment, or healthcare operations by contacting the Privacy Officer. We are not required to agree to your restriction request but will attempt to accommodate reasonable requests when appropriate. We retain the right to terminate an agreed-to restriction if we believe such termination is appropriate. In the event of a termination by us, we will notify you of such termination. You also have the right to terminate, in writing or orally, any agreed-to restriction by sending such termination notice to the Privacy Officer. Any agreed-to restriction will not limit patient directory disclosures unless you exclude yourself from the patient directory. You may ask a provider to restrict certain disclosures of protected health information to a health plan or insurance company, for purposes of payment or healthcare operations, if you have paid that provider in full for the healthcare item or service, out of pocket.

Complaints

If you believe your privacy rights have been violated, you can file a complaint with the Privacy Officer, Patient Liaison, or the Compliance Hotline. You may also file a complaint with the Secretary of the U.S. Department of Health and Human Services in Washington, D.C. in writing within 180 days of a perceived violation of your rights. There will be no retaliation for filing a complaint.

Notice of Breach. You will receive notification if there has been an impermissible use or disclosure resulting in the compromise of your unencrypted personal health information.

Providers and Locations

The professionals and entities comprising an Organized Healthcare Arrangement and sharing information for treatment, payment and healthcare operations include, but are not limited to : Summa Health System – Akron Campus, Summa Health System – Barberton Campus, Summa Health Medical Group, Summa Rehab Hospital, Summa Health Wadsworth-Rittman Medical Center, Summa Health Centers, Summa Emergency Centers, Summa At Home Healthcare, physicians and other healthcare professionals who are members of our medical staffs, whether employed or independent, as they provide services at one or more of the above locations.

For More Information

If you have any questions or need further assistance regarding this Notice, you may contact the System Privacy Officer at **330.375.6665**.

You may also call the Compliance Hotline of Summa Health System at **800.421.0925**.

You have the right to a paper copy of this Notice of Privacy Practices, even if you have requested such copy by e-mail or other electronic means.

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Specialty Pharmacy