

NOTICE OF PRIVACY PRACTICES & GRIEVANCE POLICY

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. SCRIPTWORKS—A PROFESSIONAL PHARMACY, INC WILL ASK YOU TO SIGN AN ACKNOWLEDGEMENT THAT YOU HAVE RECEIVED THIS NOTICE OF PRIVACY PRACTICES (NOTICE). THIS NOTICE DESCRIBES HOW SCRIPTWORKS—A PROFESSIONAL PHARMACY, INC MAY USE AND DISCLOSE YOUR PROTECTED HEALTH INFORMATION IN ACCORDANCE WITH THE HIPAA PRIVACY RULE. IT ALSO DESCRIBES YOUR RIGHTS AND SCRIPTWORKS—A PROFESSIONAL PHARMACY, INC'S DUTIES WITH RESPECT TO PROTECTED HEALTH INFORMATION ABOUT YOU.

Section A: Uses and Disclosures of Protected Health Information

- Treatment, Payment and Health Care Operations
 - We will use your health information to provide treatment. This may involve receiving or sharing information with other health care providers such as your physician. This information may be written, verbal, electronic or via facsimile. This will include receiving prescription orders so that we may dispense prescription medications. We may also share information with other health care providers who are treating you to coordinate the different things you need, such as medications, lab work or other appointments. We may also contact you to provide treatment-related services, such as refill reminders, treatment alternatives and other health related services that may be of benefit to you.
 - We will use your health information to obtain payment. This will include sending claims for payment to your insurance or third-party payer. It may also include providing health information to the payer to resolve issues of claim coverage.
 - We will use your health information for our health care operations necessary to run the pharmacy. This may include monitoring the quality of care that our employees provide to you and for training purposes.
- Permitted or Required Uses and Disclosures
 - Our pharmacists, using their professional judgment may disclose your protected health information to a family member, other relative, close personal friend or other person you identify as being involved in your health care. This includes allowing such persons to pick up filled prescriptions, medical supplies or medical records on your behalf.
 - We also have contracts with entities called Business Associates that perform some services for use that require access to your protected health information. Examples may include companies that route claims to your insurance company or that reconcile the payments we receive from your insurance. We require our Business Associates to safeguard any protected health information appropriately.
 - Under certain circumstances Scriptworks—A Professional Pharmacy, Inc may be required to disclose health information as required or permitted by federal or state laws. These include, but are not limited to:
 - To the Food and Drug Administration (FDA) relating to adverse events regarding drugs, foods, supplements and other health products or for post-marketing surveillance to enable product recalls, repairs or replacement.
 - To public health or legal authorities charged with preventing or controlling disease, injury or disability.
 - To law enforcement agencies as required by law or in response to a valid subpoena or other legal process.
 - To health oversight agencies (e.g. licensing boards) for activities authorized by law such as audits, investigations and inspections necessary for Scriptworks—A Professional Pharmacy, Inc licensure and for monitoring of health care systems.
 - In response to a court order, administrative order, subpoena, discovery request or other lawful process by another person involved in a dispute involving a patient, but only if efforts have been made to tell the patient about the request or to obtain an order protecting the requested health information.
 - As authorized by and as necessary to comply with laws relating to worker's compensation or similar programs established by the law.
 - Whenever required to do so by law.
 - To a Coroner or Medical Examiner when necessary. Examples include: identifying a deceased person or to determine a cause of death.
 - To Funeral Directors to carry out their duties
 - To organ procurement organizations or other entities engaged in procurement, banking or transplantation of organs for the purpose of tissue donation and transplant.
 - To notify or assist in notifying a family member, personal representative or another person responsible for the patient's care of the patient's location or general condition.
 - To a correctional institution or its agents if a patient is or becomes an inmate of such an institution when necessary for the patient's health and safety of others.
 - When necessary to prevent a serious threat to the patient's health and safety or the health and safety of the public or another person.
 - As required by military command authorities when the patient is a member of the armed forces and to appropriate military authority about foreign military personnel.
 - To authorized federal officials so they may provide protection to the president, other authorized persons or foreign heads of state or to conduct special investigations.
 - To government authority, such as social service or protective services agency, if ScriptWorks—A Professional Pharmacy, Inc reasonably believes the patient to be a victim of abuse, neglect or domestic violence but only to the extent required by law, if the patient agrees to the disclosure or if the disclosure is allowed by law and we believe it is necessary to prevent serious harm to the patient or to someone else or the law enforcement or public official that is to receive the report represents that it is necessary and will not be used against.
- Authorized Use and Disclosure
 - Use or disclosure other than those previously listed or as permitted or required by law, will not be made unless we obtain your written Authorization in advance. You may revoke any such Authorization in writing at any time. Upon receipt of a revocation, we will cease using or disclosing protected health information about you unless we have already taken action based on your Authorization
- More Stringent Laws
 - Some states may have laws that are more stringent than HIPAA. Please refer to the end of the Notice for the laws that may apply.

Section B: Patient's Rights

- Restriction Requests
 - You have a right to a request a restriction be placed on the use and disclosure of protected health information for purposes of carrying out treatment, payment or health care operations. Restrictions may include requests for not submitting claims to your insurance or third-party payer or limitations on which persons may be considered personal representatives.
 - Scriptworks—A Professional Pharmacy, Inc is not required to accept restrictions other than payment related uses not required by law that have been paid in full by the individual or representative other than a health plan.
 - If we do agree to requested restrictions, they shall be binding until you request that they be terminated.
 - Requests for restrictions or termination of restrictions must be submitted in writing to ScriptWorks—A Professional Pharmacy, Inc.
- Alternative Means of Communication
 - You have a right to receive confidential communications of protected health information by alternate methods or alternate locations upon reasonable request. Examples of alternatives may be sending information to a phone or mailing address other than your home.
 - ScriptWorks—A Professional Pharmacy, Inc shall make reasonable accommodation to honor requests.
 - Requests must be submitted in writing to ScriptWorks—A Professional Pharmacy, Inc.
- Access to Health Information
 - You have a right to inspect and copy your protected health information. The designated record set will usually include prescription and billing records. You have the right to request the protected health information in the designated record set for as long as we maintain your records.

- You have the right to request that your protected health information be provided to you in an electronic format if available.
 - Requests must be submitted in writing to ScriptWorks—A Professional Pharmacy, Inc.
- Amendments to Health Information
 - If you believe that your protected health information is incomplete or incorrect, you may request an amendment to your records. You may request amendment to any records for as long as we maintain your records.
 - Requests must be submitted in writing to the Privacy Officer listed in Section D of this Notice.
 - Requests must include a reason that supports the amendment to your health information.
 - ScriptWorks—A Professional Pharmacy, Inc may deny amendment requests in certain cases. In of denial, you have the right to submit a Statement of Disagreement. We have the right to provide a rebuttal to your statement.
 - Accounting of Uses and Disclosures
 - You have the right to request an accounting of uses and disclosures that are not for treatment, payment or health care operations. This accounting may include up to the six years prior to the date of request and will not include an accounting of disclosures to yourself, your personal representatives or anything authorized by you in writing. Other restrictions may apply as required in the Privacy Rule.
 - Requests may be submitted in writing to ScriptWorks—A Professional Pharmacy, Inc.
 - The first accounting in any 12 month period will be provided to you at no cost. Any additional requests within the same 12 month period will be charged a fee to cover the cost of providing the accounting. This fee amount will be provided to you prior to completing the request. You may choose to withdraw your request to avoid paying this fee.
 - Notice of Privacy Practices
 - You have a right to receive a paper copy of this Notice even if you previously agreed to receive a copy electronically.
 - Please submit a request to the Privacy Officer listed in Section D of this Notice.

Section C: ScriptWorks—A Professional Pharmacy, Inc's Duties

ScriptWorks—A Professional Pharmacy, Inc is required by law to maintain the privacy of protected health information, to provide individuals with notice of its legal duties and privacy practices with respect to protected health information, and to notify individuals following a breach of unsecured protected health information. ScriptWorks—A Professional Pharmacy, Inc is required to abide by the terms of this Notice. We reserve the right to change the terms of this Notice and to make the new notice provisions effective for all protected health information that we maintain. Any such revised Notice will be made available upon request.

Section D: Emergency Preparedness

In the event of an emergency or natural disaster, make sure you have developed a proactive medication plan. Ensure you keep all your medications in one place, so if you need to evacuate you can easily take them with you. Stock your emergency kit with over-the-counter medications you may need, such as aspirin or other pain relievers, cold medicine or antacids. When your medication requires refrigeration, keep a cooler on hand so that you can fill it with ice. Keep a list of your medications and health care providers in your wallet. If you are waiting for a medication to be delivered or shipped to your home, check with your local post office for delivery information.

Section E: Contacting Us

- Additional Questions, Submitting Requests or Complaints
 - If you have questions about this Notice or how ScriptWorks—A Professional Pharmacy, Inc uses and discloses your protected health information please contact our Privacy Officer below.
 - You may obtain forms needed for request submission from our pharmacy or from our Privacy Officer.
 - If you believe your privacy rights have been violated you may file a complaint with our Privacy Officer or with the Secretary of Health and Human Services. You will not be retaliated against for filing a complaint.
- Contact Information:
 - ScriptWorks—A Professional Pharmacy, Inc
480 North Wiget Lane
Walnut Creek, CA 94598
(925)934-4400
- Secretary of Health and Human Services, Office for Civil Rights
 - For online complaint forms and contact information for the Regional OCR offices: <http://www.hhs.gov/ocr/privacy/index.html>
 - Email: OCRComplaint@hhs.gov for assistance or questions about complaint forms

Section F: Grievance Policy

This medicine was compounded specifically for you in a pharmacy to fill the prescription your doctor wrote for you. It was specially made to meet your individual needs. For this reason, no standardized information or literature is available with your prescription. If you have not done so, please discuss this medicine with your doctor to ensure that you understand (1) why you have been prescribed a compounded medicine, (2) how to properly take this medicine, and (3) the interactions, if any, this medicine may have with any other medicines you are taking.

Compounding is a long-standing pharmacy practice that allows doctors to treat their patients' individual needs without being restricted only to off-the-shelf medicines or devices. This medicine was prepared in a compounding pharmacy to meet the specifications ordered by your doctor.

Call your doctor if:

- You experience any side effects
- You are taking or considering additional medicines that may interact with this compounded medication
- You have allergies or other medical conditions that should be noted

A patient has the right to be counseled regarding their medicine, please call our pharmacists if you have any questions. Listed below are some instances where you have questions about your medications:

- Information on the label is not clear to you
- Information regarding precautions, such as whether the medication should be taken with or without food or when to apply the medication
- Information on proper storage or stability of the medication

Note: This list consists of examples of questions you may have; however this is not an all-inclusive list.

Our pharmacists are available to address any additional questions or concerns. Please call us at (925) 934-4400 or (866) 234-4488 with any questions.

ScriptWorks—A Professional Pharmacy, Inc is dedicated to maintaining the highest standards of quality in all that we do. However, in the event you are dissatisfied with the service provided by ScriptWorks—A Professional Pharmacy, Inc, you may report a grievance or complaint without concern for reprisal, discrimination, or unreasonable interruption of service. To place a grievance, please call (925) 934-4400 and ask to speak to Pharmacist-in-Charge. Resolution of any grievances shall occur within 10 days of receipt.