

WEBSITE PRIVACY POLICY

420 Saint Julian Place, North Augusta, SC 29860

Rover Rehab considers the privacy of visitors to www.rover-rehab.com (our website) of the greatest importance. Detailed below are the methods for how we collect, use, and protect any personal information you may provide to us while using our website.

Rover Rehab, LLC will be the sole steward for any information collected in the course of utilizing our website. Your information will not be sold or shared with other entities.

Once on our website, we gather data (i.e. domain name of your server, etc.) that will aid in our service to you and other visitors. We will not store these domain names, email addresses, or any other personally identifiable information unless otherwise agreed upon by you in separate forms of communication.

If ever you do not wish to receive emails from us, please send an email to solutions@rover-rehab.com or call us at (803) 510-5229.

Specific ways that we may utilize your provided information include: personalization of your experience with us; responding to any customer service issues that may arise; emails to connect you with further information regarding our services and/or promotions.

Our website uses cookies to monitor browsing preferences. Cookies assist us in streamlining your experience through system administration, user analysis, research & development, and business decision-making. If you do allow cookies to be used, the following personal information may be stored by Rover Rehab, LLC but will not be released to any third parties except for fulfillment of payment. By using our website, you are consenting to the collection and use of the above-mentioned information by Rover Rehab, LLC.

Rover Rehab, LLC utilizes industry standards in the areas of security and encryption technologies. All necessary and appropriate safety measures will be in place in order to protect your information from misuse and alterations.

Your use of any information or materials on this website is entirely at your own risk, for which Rover Rehab, LLC shall not be liable. Except as otherwise provided under applicable laws, neither rover-rehab.com, nor its affiliates, nor the directors, officers, employees, agents, contractors, successors or assigns of each shall be liable for any damages whatsoever arising out of or related to the use of this website or any other website linked to this website.

Rover-rehab.com contains links to other websites. We cannot be responsible for the privacy practices and content of other websites and organizations. Furthermore, we recommend any of our partners to also make privacy and professionalism chief aims for our collective clientele. In our attempts to protect your privacy, we make attempts to screen other organizations linked from our site; however, we encourage you to read other sites' privacy policies as well.

Should your experience concern for your privacy from our website or any linked website, please feel free to contact Rover Rehab, LLC at solutions@rover-rehab.com.

NOTICE OF PRIVACY PRACTICES

ROVER REHAB, LLC

Effective January 1, 2022

THIS NOTICE DESCRIBES HOW MEDICAL INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN OBTAIN ACCESS TO THIS INFORMATION. PLEASE REVIEW IT CAREFULLY.

The terms of this Notice of Privacy Practices apply to Rover Rehab, LLC and each of its officers, employees, and contractors. All of the entities will share personal health information (PHI) of patients as necessary to carry out examinations, payment, and disability service operations as permitted by law. Use or disclosure pursuant to this Notice may include electronic transmittal or disclosure of your personal health information.

United States of America law requires that we, Rover Rehab, LLC, maintain the privacy of our patients' personal health information and provide patients with notice of our legal duties and privacy practices with respect to personal health information. We are required to abide by the terms of this Notice for as 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 a new Notice effective for all personal health information maintained by Rover Rehab, LLC. Should a change be made, a revised copy will be accessible by direct contact with Rover Rehab via <https://www.rover-rehab.com>. We are also required to inform you that there may be a provision of State law that relates to the privacy of your health information that may be more stringent than a standard or requirement under the Federal Health Insurance Portability and Accountability Act. A copy of any revised Notice of Privacy Practices or information pertaining to a specific State law may be obtained by mailing a request to the Privacy Officer, Rover Reha, LLC, 420 Saint Julian Place, North Augusta, SC 29860.

USES OF PHI

The following are uses of your PHI. This is not an exhaustive list; however, all uses will ultimately fall within one of these categories.

Examinations/Assessments: We may use and disclose your PHI to provide, coordinate, or manage your case and any related services or examinations or assessments. This includes disclosure of PHI to referring providers or others involved in your case. We may disclose information about you to individuals outside of our facility in order to coordinate your case. We may also share certain information with your family members and other providers that are assisting in your case outside of our facility.

Payments: We may use and disclose your PHI to bill your case and obtain payment for treatment and services rendered from you, an insurance company, or third party.

Operations: We may use and disclose your PHI to support business activities that help run this entity including (but not limited to) quality assessment, associate review, licensing and credentialing, fundraising, business planning, and auditing medical records.

Business Associates: When services rendered involve other services from contracted business associates, we may disclose your health information to our business associates so that they can perform the job we've asked them to do and bill you or your third-party payer for services rendered. To protect your health information, however, business associates are required by federal law to appropriately safeguard your information.

Appointment Reminders & Other Messages: We may contact you to provide appointment reminders or information about our services to you or any other services that may be of interest to you. You have the right to request, and we will accommodate reasonable requests by you, to receive communications regarding your PHI from us by alternative means or at alternative locations.

Research: We may use or disclose your PHI for research studies but only when they meet all federal and state requirements to protect your privacy. You may also be contacted to participate in a research study. All pursuits in this area are utilized for the advancement of knowledge and improvement of medical care ongoing.

Required By Law: We will use and disclose your PHI when required to do so by federal, state or local law.

Other instances where we are permitted and/or required to submit your PHI are as follows:

- Public health activities (i.e. reporting of communicable disease, injury, birth and death) or required public health investigations
- Suspicion child abuse or neglect
- Instances where you may be a victim of abuse, neglect, or domestic violence
- Reporting adverse events, product defects, or to participate in product recalls to the Food and Drug Administration
- To your employer when we have provided services to you at the request of your employer

- To a government oversight agency conducting audits, investigations, or civil or criminal proceedings
- If ordered by a court/administration via subpoena or discovery request
- To report, by law, wounds, injuries, and/or crimes to law enforcement officials
- To coroners and/or funeral directors as the law dictates
- If necessary to arrange an organ or tissue donation from you or a transplant for you
- If you are a member of the military, for national security or intelligence activities
- To workers' compensation agencies for workers' compensation contract/benefit determination

Others Involved in Your Case or Payment for Your Case: Unless you otherwise object, we may disclose your directly relevant PHI to a family member, relative, close friend, or any other person you identify, if they are involved in your case.

RIGHTS REGARDING YOUR PHI

You have rights pertaining to your PHI; they are as follows:

Inspect & Copy: You have the right to inspect and obtain a copy of your PHI as it may be used to make decisions about your case. Your request to inspect and copy may be denied only in certain, very limited circumstances. If you are denied access to health information, you may request that the denial be reviewed. Another licensed health care professional chosen by the facility will review your request and the denial. The person conducting the review will not be the person who denied your request. We will comply with the outcome of the review. If we know of the health information you are requesting, but do not have in our possession said information, we will inform you where to direct your request. As permitted by federal or state law, we may charge you a reasonable fee to fulfill your request to inspect and obtain a copy.

Amend: You have the right to amend your PHI if you feel that what we have recorded about you is incorrect, incomplete, or misleading. Your request to amend must be submitted in writing with the title to "Compliance Officer." A request to amend your PHI will not automatically equate to that change in our records of your PHI; further review will determine if your request to amend is appropriate. If denial occurs, you will be notified of the reason(s) of this denial to amend.

Accounting for Disclosures: You have the right to receive an accounting of certain disclosures made by us of your PHI. Requests must be made in writing and signed by you or your legal representative. You will be notified of the fee at the time of your request.

Request a Restriction: You have the right to request that we not use or disclose any part of your PHI for delivery of service, performance of evaluation, payment, or other health care operations. You also have the right to request that any part of your PHI not be disclosed to family, relatives or friends not involved in your case or payment for your case or for notification purposes as described in this Notice of Privacy Practices.

We are not required to agree to a restriction request except to the extent such disclosure is not otherwise required by law. If we do agree to the requested restriction, we shall honor that agreement, unless the information is needed for an emergent situation. You may request a restriction by contacting our Compliance Officer.

Request Confidential Communications: You have the right to request confidential communications about your medical matters be sent to you through alternative means or at an alternative location. All reasonable requests will be accommodated without requesting an explanation. To make this request, please contact the Compliance Officer.

Paper Copy: You have the right to a paper copy of this notice. At any time, you may ask us for this printed copy, even if you have previously desired the copy electronically.

You may view a copy of the notice by clicking on the Privacy Policy link at the bottom of <https://www.rover-rehab.com>.

Changes to This Notice: We reserve the right to change the terms of this notice and to make the new provisions effective for the health information we maintain at the time of the change, as well as information we will obtain about you in the future. We will post a copy of the current notice on our website with its effective date clearly stated.

Complaints: If you feel there has been a violation to your privacy rights, please file a complaint via email to solutions@rover-rehab.com. You may also file a complaint with the Secretary of the Department of Health and Human Services. All complaints must be submitted in writing.

If you have further questions regarding any aforementioned information, please mail your correspondence to Privacy Officer, Rover Rehab, LLC, 420 Saint Julian Place, North Augusta, SC 29860.