

## Privacy Promise

Vantage Pointe, LLC understands that medical and health information is personal. Protecting health information is important to us. We follow strict federal and state laws that require us to maintain the confidentiality of all health information. How we use the health information- When there is a request for products, and services from Vantage Pointe, LLC, we may use the health information for conducting normal business. We keep the records of the products and services provided to the customer. We keep records that include payment information and documentation of the services provided to customer. The information may be used to obtain payment from the customers' accounts payable department or other source. We use health information to improve the quality of our products and services, train staff, provide customer service, manage cost, conduct required business duties, and make plans to better serve our customers. We may use the health information to recommend other product alternatives and may tell the customer about health services to products that may benefit them. We may also share information with third parties who assist us with treatment, payment, and health care operations. Our business associates protect the customer information by following our strict privacy practices. Our privacy responsibilities- 1. We are required by law to maintain the privacy of health information. 2. Provide this notice that describes the ways we may use and share health information. 3. Follow the terms of the notice currently in effect. Customer rights- The customer may request restrictions on how we use and share the health information. We will consider all requests for restrictions carefully but are not required to agree to any restrictions. The customer may request that we use a specific telephone number or address to communicate with them. The customer may request to inspect and request a copy of the health information, including medical and billing records, fees may apply. Under limited circumstances, we may deny access to a portion of the health information and the customer may request a review of the denial. The customer may request corrections or additions to the health information and request an accounting of certain disclosures of the health information made by us. The accounting does not include disclosures made for treatment, payment, health care operations, and some disclosures required by law. The customer request must state the period of time desired for the accounting, which must be within the six years prior to the request and exclude dates prior to January 1, 2019. More Information- If you would like more information, please visit our website: [www.vantagepointemedical.com](http://www.vantagepointemedical.com). If you are concerned that your privacy rights have been violated or disagree with a decision that we made about access to health information, you may contact our Privacy Officer at the following: 951-233-4748. Notice- If you have any problems with damaged product, or questions regarding the programs and services please contact us at: 951-233-4748, so we may provide you the best service available. It is our goal to serve each customer fairly and provide them with the highest standard of professionalism and confidentiality. Vantage Pointe, LLC is open Monday-Friday from 9am to 4pm Pacific Daylight Time. We are closed Saturday, Sunday, and holidays. In case of a medical emergency dial 911. Please note: We reserve the right to make changes to this notice at any time and make new privacy practices effective for all information we maintain. You may also request a copy of any notice at any time from our office.