



**Welcome to Noble.**

LET'S GET STARTED







**THE NEW STANDARD  
IN SPECIALTY**

Dear Valued Patient,

Welcome to Noble Health Services and thank you for choosing us as an important partner in your healthcare journey. We look forward to providing you with specialty medications, programs, and services designed specifically for your unique condition. Our team appreciates the trust and confidence that you have instilled in us. Noble Health Services' goal is to help you better understand both your medication and condition so that you achieve positive results from your treatment—leading to better health.

To achieve our goal, we provide the following key benefits:

-  Education on your unique condition.
-  Support for other conditions and symptoms you may have.
-  Access to courteous, educated staff members who will make the prescription ordering process an easy, positive experience.
-  Peace of mind in knowing that we maintain an open line of communication with your healthcare provider regarding the important details of your care for faster intervention, as required.

Each one of our dedicated pharmacy professionals has a personal interest in your care and will do everything in their power to support you at every step of your clinical journey with us. It is a pleasure to welcome you to Noble. We look forward to being your specialty medication provider.

Sincerely,

Your Dedicated Noble Health Services Team

# Understanding Your Specialty Pharmacy

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Noble Health Services is an employee-owned specialty pharmacy focused specifically on treating patients with complex, chronic conditions. This makes us different from your traditional, retail pharmacy. The conditions and treatments that specialty pharmacies deal with often require additional management and education beyond what can be reasonably provided in the retail setting.

Specialty Pharmacy	Retail Pharmacy
<ul style="list-style-type: none"><li>■ Treats complex, chronic, and rare conditions</li><li>■ Complex services execution</li><li>■ Complete benefits investigation</li><li>■ Payment assistance options</li></ul>	<ul style="list-style-type: none"><li>■ Treats common conditions</li></ul>



## Clinical Management Programs

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Noble offers patient-centered clinical management programs for specific medical conditions. These programs involve regularly scheduled phone calls from a pharmacist or nurse to assess your specific disease state and medication therapy in detail. They can assist with understanding your therapy, managing side effects, increasing compliance, improving overall health, and more. Participation in the program is not a replacement for interactions with your doctors/providers.

Eligibility and participation in our program depends on our clinical team having successful contact with you or your caregiver. If we have three unsuccessful attempts to contact you, you will be opted-out of our clinical management program. Once contact has been reestablished, the patient clinical management program services will continue. This participation is voluntary, and you may opt-out of our clinical management program services at any time by contacting Noble Health Services.

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# Noble Signature Care

## POWERFUL, PATIENT-FOCUSED CARE

Our team is committed to delivering the new standard in specialty to you. Through Noble Signature Care, our patient-focused care standard, we are able to provide you with the best care and services available at every step of your clinical journey with us.

As part of Noble Signature Care, you'll have access to **NobleNOW**—an array of specialty pharmacy programs and services designed to make the prescription fulfillment process as efficient as possible. As a Noble patient, you'll enjoy the full suite of **NobleNOW** services—



### COPAY ASSISTANCE

We have a team dedicated to making sure that you pay the lowest out-of-pocket price available for your prescription. Our team finds available copay/patient assistance and charity programs to ease the financial burden of your specialty medication. We do this for *every patient, for every prescription, every time.*



### FREE ANCILLARY SUPPLIES

We provide free ancillary supplies to help you safely follow your treatment plan at home. Supplies include syringes, sharps containers, alcohol swabs, bandages, and educational materials.



### FAST, FREE DELIVERY

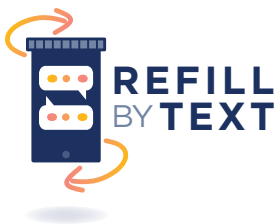
Have your prescriptions delivered where you need them, when you need them—at no cost.



# Refilling Your Prescription

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Noble offers a variety of ways to conveniently refill your specialty prescription.



■ Noble's Refill by Text program allows you to refill your specialty prescriptions quickly and easily with a simple text exchange. When it's time to refill your prescription, we will send you a text message to coordinate the refill process. In under a minute, your refill order will be submitted and delivery scheduled. Learn more and enroll today at [www.noblehealthservices.com/refillbytext](http://www.noblehealthservices.com/refillbytext)



■ Noble's Patient Portal contains a variety of resources to help support your needs, including the ability to refill your prescription and a place to view a complete claims summary. Register online at [www.noblehealthservices.com/patientportal](http://www.noblehealthservices.com/patientportal)

■ All patients are welcome to call their preferred Noble location to refill their prescription. Our dedicated care team is available to take your call and assist with your refill request.



NOBLE NORTHEAST 888-843-2040

NOBLE SOUTHEAST 866-420-4041

You can also refill your prescription on our website without logging in. Simply go to [www.noblehealthservices.com](http://www.noblehealthservices.com), enter your prescription number, date of birth, and click the "submit refill" button!

Rx Number

Date of Birth

**SUBMIT REFILL**

# Frequently Asked Questions

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## ? **What do I do if I have an adverse reaction to my medication?**

Please call 911 if you are having an adverse reaction to your medication and are in need of emergency medical assistance. If it is not an emergency, please contact us 24/7/365.

## ? **How can I pay for my prescription order?**

Noble accepts all major credit cards, checks, and money orders. We do not accept cash.

## ? **How do I report an error or concern with my medication?**

Please contact us via our toll-free line (888) 843-2040 so we can quickly resolve the matter with the help of a supervisor.

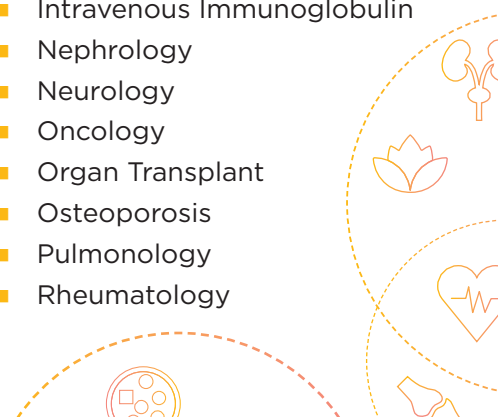
## ? **What if there is a recall on my medication?**

You will be notified by a Noble team member if there is a recall on your medication and given instructions on what to do.

## AREAS OF CARE

At Noble Health Services, we pride ourselves in offering a comprehensive selection of products and services spanning many areas of care, including:


- Asthma/Allergy
- Blood Sugar Monitoring
- Cardiology
- Dependency
- Dermatology
- Endocrinology
- Gastroenterology
- Hematology
- Hemophilia
- Immunology
- Infectious Disease
- Infertility
- Intravenous Immunoglobulin
- Nephrology
- Neurology
- Oncology
- Organ Transplant
- Osteoporosis
- Pulmonology
- Rheumatology



# How Do I Dispose of Medications?

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It is important that you remove all unused or expired medications from your home. This can help prevent medication misuse or accidental ingestion by children or pets. Proper medication disposal also helps prevent contamination of the soil and groundwater.

 Always read medication packaging or the provided patient information. Follow any specific instructions for disposal.

## TAKE-BACK PROGRAMS

If there is a medication take-back program available, bring any unused or expired medication there. ***This is the preferred method of medication disposal.*** These programs are also the safest option.

To find a program near you, contact your local law enforcement agency or waste management authority.

If there is not a take-back program available, the Food and Drug Administration (FDA) provides the following guidelines for disposing of most medications:

## FLUSHING

***First,*** check to see if the medication is on the FDA's "flush list". Flushing medications on the flush list helps keep everyone in your home safe by making sure these powerful and potentially dangerous medications are not accidentally or intentionally ingested, touched, misused, or abused.


If the medication is on the "flush list" and a take-back program is not available, you may proceed:

***To flush medications,*** empty the entire contents of the container into the toilet bowl and flush.

***Then,*** scratch out or remove all identifying information on the prescription label so that it is unreadable before throwing it in your household garbage. This helps to protect your identity and the privacy of your personal health information.

## TRASH

If your medication is not on the FDA's "flush list" and a medication take-back program is unavailable, you may throw the medication away in the trash.

 Always check with local trash services to make sure medications can legally be thrown away in your area.

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Follow the FDA's guidelines to do this safely:

#### STEP 1 ■

Remove all medications from their original containers.

#### STEP 2 ■ ■

Mix the medications with an undesirable substance such as cat litter, used coffee grounds, or dirt. When mixed, medications are less appealing to children and pets. They also become unrecognizable to people who may go through your trash.

#### STEP 3 ■ ■ ■

Place the mixture in a container, such as a butter tub or coffee can; or a sealable plastic bag (e.g. Ziploc®).

#### STEP 4 ■ ■ ■ ■

Discard the container or sealed bag in your household trash.

#### STEP 5 ■ ■ ■ ■ ■

Scratch out or remove all identifying information on the prescription label so that it is unreadable before throwing it away. This helps to protect your identity and the privacy of your personal health information.

For more information on how to properly dispose of your medications, visit:  
[www.noblehealthservices.com/rxdisposal](http://www.noblehealthservices.com/rxdisposal).

If you are still unsure of how to dispose of a medication, ask your pharmacist.





# How Do I Dispose of Syringes, Needles, and Other Sharps?

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Sharps have different disposal requirements than medications.

- ! It is recommended that you use an FDA-cleared sharps container. If an FDA-cleared sharps container is not available, you can use a heavy-duty plastic household container (e.g. laundry detergent bottle) instead.

To safely dispose of sharps:

## STEP 1 ■

Immediately place used sharps and empty vials in your sharps container after use.

## STEP 2 ■ ■

Once your sharps container is 3/4 full, seal it with duct tape. If you are using a household container, be sure to label it properly with “DO NOT RECYCLE”.

## STEP 3 ■ ■ ■

Select states allow residents to discard sharps containers with their household trash.

Other options available in your community may include:

- Drop box or supervised collection sites
- Household hazardous waste collection sites
- Local, public household hazardous waste collection sites
- Mail-back programs
- Residential special waste pick-up services

For state- and community-specific guidelines relating to sharps disposal, please visit: [www.safeneedledisposal.org](http://www.safeneedledisposal.org) 

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# Precautions to Avoid Infections

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Use the proper precautions to avoid getting infections, spreading diseases, and to stay healthy.

## WASH YOUR HANDS

1. Wet your hands with warm water and apply liquid soap.
2. Lather well by rubbing your hands together, palm to palm, vigorously for at least 20 seconds. (Remember to scrub all surfaces including the backs of your hands, wrists, between and under your fingers, and under your fingernails.)
3. Rinse your hands completely under warm water.
4. Dry your hands with a clean towel.
5. Use the towel to turn off the faucet.

***Washing your hands with soap and water is the best way to get rid of germs.*** If soap and water are not available, you can use an alcohol-based hand sanitizer. The CDC recommends sanitizer made of at least 60% alcohol.

## COVER CUTS & WOUNDS

1. Clean the cut or affected area with a mild soap and water.
2. Cover the cut or affected area with an antibiotic cream or ointment (e.g. Neosporin®) and a bandage to protect from dirt and germs.

3. Replace the bandage at least once a day until the wound is completely healed.

## DON'T SPREAD GERMS

1. Use a tissue or the inside of your elbow to cover coughs and sneezes.
2. Throw used tissues away immediately.
3. Always properly wash your hands or use hand sanitizer after you cough or sneeze.

## DISCARD GARBAGE

1. Use caution when disposing of garbage and other waste that may contain infected materials or used sharps.
2. Discard all garbage or used materials into the proper waste baskets.

## DISPOSE OF SHARPS

1. Place all needles and other sharps in a sharps disposal container immediately after they have been used.
2. Dispose of full containers according to your community's guidelines. You can find your community's guidelines at [www.safeneedledisposal.org](http://www.safeneedledisposal.org)




For more information on sharps disposal, refer to the previous page.



# Emergency Preparedness

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 **In the event of a localized emergency or missed medication delivery, please contact us immediately at (888) 843-2040.** Our team of dedicated professionals will work with you to make sure you have a continuous supply of medication.

## BASIC DISASTER SUPPLIES KIT

It is important to have supplies prepared at home, work, and in vehicles. You should store your assembled items in easy-to-carry containers. Consider including these items in your kits:

- Water—one gallon of water per person per day for at least three days for drinking and sanitation (i.e. three gallons of water for each person)
- Food—at least a three-day supply of non-perishable food
- Flashlight
- First aid kit
- Extra batteries
- Whistle to signal for help
- Dust mask to help filter contaminated air
- Plastic sheeting and duct tape to create a shelter-in-place
- Moist towelettes, garbage bags, and plastic ties for personal sanitation
- Pliers or wrench to turn off utilities
- Manual can opener for food

- Local maps
- Cellphone with charger

## ADDITIONAL EMERGENCY SUPPLIES

You may consider adding a few other items to your emergency kits based on your personal needs, including:

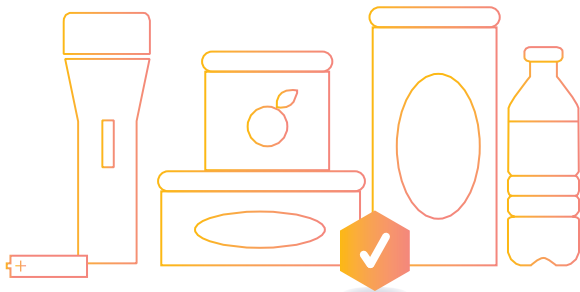
- Medications—prescription & non-prescription, kept in close proximity to emergency kits
  - Cash or checks
  - Important family documents kept in a waterproof container
  - Food and extra water for pets
  - Fire extinguisher
  - Matches
  - Personal hygiene items
  - Sleeping bag or warm blanket for each person
  - A complete change of clothing for each person appropriate for your climate
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- ❑ Glasses & contact lens solution
- ❑ Infant formula, bottles, diapers, wipes, etc.

## MAINTAINING YOUR KIT

After assembling your kits, remember to maintain them so that they are ready whenever they may be needed.

- ❑ Keep canned food in a cool, dry place
- ❑ Store boxed food in tightly closed plastic or metal containers
- ❑ Replace expired items as needed
- ❑ Re-think your needs every year and update kits as your family's needs change



# Patient Bill of Rights

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Noble Health Services' clients have a right to be notified in writing of their rights and responsibilities before receiving pharmacy services. Noble has an obligation to protect and promote the rights of their clients to care, treatment, and services within their capability and mission, and in compliance with applicable laws, regulations, and standards, including the following rights:

## **AS A NOBLE HEALTH SERVICES CLIENT, YOU HAVE A RIGHT TO:**

- Take part in the development of a care/treatment/service plan.
- Ask questions about your care, treatment, and/or services.
- Have any given instructions clarified.
- Communicate any information, questions, and/or concerns related to perceived risks in your services and unexpected changes in your condition.
- Communicate any concerns about your, your caregiver's, or your family member's ability to follow instructions or use the equipment provided.
- Be treated with respect and dignity. Noble does not discriminate against color, religion, sex, or national or ethnic origin.
- To have personal health information shared with the patient management program only in accordance with state and federal law.
- Speak to a health professional.
- Receive information about the patient management program.
- Have the right to decline participation, revoke consent or unroll in any Noble Health Services programs and services at any point in time.
  - Additional program information, including more detail on potential health benefits and limitations of participating in the patient management program are available and reviewed, on an individualized basis by clinical staff. This involves regularly scheduled phone calls from a pharmacist or nurse to assess your specific disease state and therapy in detail. They can assist with understanding your therapy,

managing side effects, increasing compliance, improving overall health, and more. Participation in the program is not a replacement for interactions with your doctors/providers. Your participation is voluntary, and you may opt-out of our clinical management program services at any time by contacting Noble Health Services.

- Clinical staff of the patient clinical management program may be reached by calling Noble Health Services. Noble Syracuse, NY: (888) 843-2040 Noble Flowood, MS: (866) 420-4041
- Identify the program's staff members, including their job title, and to speak with a staff member's supervisor if requested.

## **AS A NOBLE HEALTH SERVICES CLIENT, YOU ARE OBLIGATED TO:**

- Adhere to the plan of treatment or service established by your physician.
- Adhere to the company's policies and procedures.
- Provide, to the best of your knowledge, complete and accurate medical and personal information necessary to plan and provide care/services.
- Protect equipment from fire, water, theft, or other damage.
- You agree not to transfer or allow anyone else to use your equipment without prior written consent of the company.
- You agree not to attempt to repair or modify the equipment. Attempting to repair or modify the equipment releases the company from any liability related to the equipment and its uses, and from any resulting negative customer outcomes.
- Be available at the time of delivery.
- Notify the company if you are not going to be available.



- Allow Noble Health Services' representatives to enter your residence at reasonable times to repair or exchange equipment, or to provide services.
- Provide a safe environment for Noble Health Services' representatives to provide services.
- Treat company personnel with respect and dignity. Do not discriminate against color, religion, sex, or national or ethnic origin.
- Care for and safely use medications, supplies, and/or equipment, according to instructions provided, for the purpose prescribed and only for/on the individual for whom prescribed.
- Except where contrary to federal or state law, you are responsible for equipment rental and sale charges which your insurance company or companies does not pay. You are responsible for prompt settlement in full of your accounts unless prior arrangements have been approved by company administration.
- Notify the company of any changes in your physical condition, physician's prescription, or insurance coverage. Notify the company immediately of any address or telephone changes whether temporary or permanent.
- Give accurate clinical and contact information and to notify the patient management program of changes in this information.
- Notify the treating prescriber of their participation in the patient management program.

#### **AS A NOBLE HEALTH SERVICES CLIENT, YOU SHOULD KNOW:**

- An answering service will answer Noble Health Services' phones after normal business hours. You may leave a message or inform the operator that you wish to speak to a company representative and the on-call staff will be contacted.
- Only equipment requiring emergency maintenance or replacement will be serviced after hours.

#### **AS A NOBLE HEALTH SERVICES CLIENT, YOU HAVE A RIGHT TO FILE A COMPLAINT IF NEEDED:**

- You have the right and responsibility to express concerns, dissatisfaction, or make complaints about services you do or do not receive. You have the right to do so without fear of reprisal, discrimination, or unreasonable interruption of services. The company's office telephone number is (888) 843-2040.
- If you call during regular business hours, ask to speak with the President or his designee. If you call after regular business hours, including weekends and holidays, ask to speak with the on-call company representative.
- Noble Health Services has a formal grievance procedure that ensures that your concerns/complaints will be reviewed and an investigation will begin or start within five (5) business days of receipt of the concern/complaint. Every attempt will be made to resolve all grievances within fourteen (14) days. You will be notified in writing of the resolution of the complaint/grievance. If more time is needed to resolve the concern/complaint, you will be informed verbally and in writing.
- Noble Health Services is proud to have URAC, ACHC, NABP - Specialty Pharmacy, and NABP - Digital Pharmacy. You may file a formal complaint with any of these organizations. You may do so with the following phone numbers or via their websites, below:

■ URAC: <https://www.urac.org/file-a-grievance>

■ ACHC: (855) 937-2242

■ NABP: (847) 391-4406

# Notice of Privacy Practices

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## Privacy Statement

As you know, Privacy Statements are long and inclusive. Noble Health Services wants you to know that your information is absolutely private and we will never release your information to outside parties.

## 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.

Noble Health Services is required by law to maintain the privacy of Protected Health Information (“PHI”) and to provide individuals with notice of our legal duties and privacy practices with respect to PHI. PHI is information that may identify you and that relates to your past, present, or future physical or mental health or condition and related healthcare services. This Notice of Privacy Practices (“Notice”) describes how we may use and disclose PHI to carry out treatment, payment or healthcare operations and for other specified purposes that are permitted or required by law. The Notice also describes your rights with respect to PHI about you. Noble Health Services is required to follow the terms of this Notice. We will not use or disclose PHI about you without your written authorization, except as described in this Notice. We reserve the right to change our practices and this Notice and to make the new Notice effective for all PHI we maintain. We will provide any revised Notice to you upon request.

### YOUR HEALTH INFORMATION RIGHTS

You have the following rights with respect to PHI about you:

***Obtain a paper copy of the Notice upon request.*** You may request a copy of the Notice at any time. Even if you have agreed to receive the Notice electronically,

you are still entitled to a paper copy. To obtain a paper copy, contact Noble Health Services, 520 East Main St., Gouverneur, NY 13642 or call (315) 287-3600 and leave your name and address, or request a copy at any Noble Health Services location.

***Request a restriction on certain uses and disclosures of PHI.*** You have the right to request additional restrictions on our use or disclosure of PHI about you by sending a written request to Noble Health Services, 520 East Main St., Gouverneur, NY 13642, Attn: Privacy Officer. We are not required to agree to those restrictions, with the following exception: You have the right to ask us to restrict the disclosure of PHI to your health plan for a service we provide to you where you have directly paid us (out-of-pocket, in full) for that service, in which case we must honor your request unless a law requires us to share that information.

***Inspect and obtain a copy of PHI.*** You have the right to access and copy PHI about you contained in a designated record set for as long as we maintain the PHI. The designated record set will usually include prescription and billing records. If we maintain an electronic health record containing your PHI, you have the right to request that we send a copy of your PHI in electronic form to you or a third party that you identify.

To inspect or copy your PHI, you must send a written request to Noble Health Services, 520 East Main St., Gouverneur, NY 13642, Attn: Privacy Officer. We may charge you a fee for the costs of copying, mailing, and supplies that are necessary to fulfill your request. We may deny your request to inspect and copy in certain limited circumstances. If you are denied access to PHI about you, you may request that the denial be reviewed.

**Request an amendment of PHI.** If you feel that PHI we maintain about you is incomplete or incorrect, you may request that we amend it. You may request an amendment for as long as we maintain the PHI. To request an amendment, you must send a written request to Noble Health Services, 520 East Main St., Gouverneur, NY 13642, Attn: Privacy Officer. You must include a reason that supports your request. In certain cases, we may deny your request for amendment. If we deny your request for amendment, you have the right to file a statement of disagreement with the decision, and we may give a rebuttal to your statement.

**Receive an accounting of disclosures of PHI.** You have the right to receive an accounting of the disclosures we have made of PHI about you after the effective date of this Notice for most purposes other than treatment, payment, or health care operations. The accounting will exclude certain disclosures, such as disclosures made directly to you, disclosures you authorize, disclosures to friends or family members involved in your care, and disclosures for notification purposes. The right to receive an accounting is subject to certain other exceptions, restrictions, and limitations. To request an accounting, you must submit a request in writing to Noble Health Services, 520 East Main St., Gouverneur, NY 13642, Attn: Privacy Officer. Your request must specify the time period, but may not be longer than six years, or in some cases three years, prior to the date of your request. The first accounting you request within a 12-month period will be provided free of charge, but you may be charged for the cost of providing additional accountings. We will notify you of the cost involved and you may choose to withdraw or modify your request at that time.

**Request communications of PHI by alternative means or at alternative locations.** You have the right to request that we send your health information by alternative means or to an alternative address, and we will accommodate reasonable requests. For instance, you may request that we contact you about pharmacy matters only in writing or at a different residence or post office box. To request confidential communications of PHI about you, you must submit a request in writing to Noble Health Services, 520 East Main St., Gouverneur, NY 13642, Attn: Privacy Officer. Your request must state how or where you would like to be contacted. We will accommodate all reasonable requests.

#### **EXAMPLES OF HOW WE MAY USE AND DISCLOSE PHI**

The following are descriptions and examples of ways we use and disclose PHI:

**Treatment:** We may use or disclose your PHI for treatment purposes. For example, we will use PHI to dispense prescription medications to you, which will include pharmacists and other persons involved in the dispensing function. We will document in your record information related to the medications dispensed to you and services provided to you. We use a secure shared database which allows us to provide shared services such as transferring prescriptions upon your request, accessing important prescription or medical information when requested or using Noble Health Services centralized prescription fulfillment for your prescriptions. We also may contact you to provide refill reminders or information about treatment alternatives or other health-related benefits and services that may be of interest to you.

**Payment:** We may use or disclose your PHI for payment of prescription medications. For example, we will contact your insurer or pharmacy benefit manager to determine whether it will pay for your prescription and the amount of your co-payment. We will bill you or a third-party payer for the cost of prescription medications dispensed to you. The information on or accompanying the bill may include information that identifies you, as well as the prescriptions you are taking.

**Healthcare operations:** We may use or disclose your PHI for our healthcare operations, such as performing quality checks or internal audits. For example, we may use information in your health record to monitor the performance of the pharmacists providing treatment to you. This information will be used in an effort to continually improve the quality and effectiveness of the healthcare and service we provide. We also are permitted to use or disclose your PHI for the following purposes. However, we may never have reason to make some of these disclosures.

**Business associates:** We may provide your PHI to other companies or individuals to assist us in providing specific services requiring the use and disclosure of PHI. These other entities, known as “business associates,” are required to maintain the privacy and security of PHI. Our business associates must only use your health information for the services they perform on our behalf. For example, we may provide information to companies that assist us with billing of our services. We may also use an outside collection agency to obtain payment when necessary. As of February 17, 2010, business associates have independent HIPAA compliance obligations.

**Communication with individuals involved in your care or payment for your care:** Health professionals such as pharmacists, using their professional judgment, may disclose to a family member, other relative, close personal friend or any person you identify, PHI relevant to that person’s involvement in your care or payment related to your care. For example, we may allow a friend or family member to pick up a prescription on your behalf.

**Food and Drug Administration (FDA):** We may disclose to the FDA, or persons under the jurisdiction of the FDA, PHI relative to adverse events with respect to drugs, foods, supplements, products and product defects, or post-marketing surveillance information to enable product recalls, repairs, or replacement.

**Worker’s compensation:** We may disclose PHI about you as authorized by and as necessary to comply with laws relating to worker’s compensation or similar programs established by law.

**Public health:** As required or permitted by law, we may disclose PHI about you to public health or legal authorities charged with preventing or controlling disease, injury, or disability.

**Law enforcement:** We may disclose PHI about you for law enforcement purposes as required by law or in response to a valid subpoena or other legal process.

As required by law: We must disclose PHI about you when required to do so by law.

**Health oversight activities:** We may disclose PHI about you to an oversight agency for activities authorized by law. These oversight activities include audits, investigations, and inspections, as necessary for our licensure and for the government to monitor the healthcare system, government programs, and compliance with civil rights laws.

**Judicial and administrative proceedings:** If you are involved in a lawsuit or a dispute, we may disclose PHI about you in response to a court or administrative order. We may also disclose PHI about you in response to a subpoena, discovery request, or other lawful process by someone else involved in the dispute, but only if efforts have been made to notify you about the request or to obtain an order protecting the requested PHI.

**Research:** We may disclose PHI about you to researchers when their research has been approved by an institutional review board that has reviewed the research proposal and established protocols to ensure the privacy of your information.

**Coroners, medical examiners, and funeral directors:** We may release PHI about you to a coroner or medical examiner. This may be necessary, for example, to identify a deceased person or determine the cause of death. We may also disclose PHI to funeral directors consistent with applicable law to carry out their duties.

***Organ or tissue procurement organizations:***

Consistent with applicable law, we may disclose PHI about you to organ procurement organizations or other entities engaged in the procurement, banking, or transplantation of organs for the purpose of tissue donation and transplant.

***Fundraising:*** We may use or disclose your PHI for fundraising activities. If you receive a fundraising communication from us or a foundation on our behalf, the communication will contain a clear and conspicuous opportunity for you to elect not to receive any further fundraising communications.

***Marketing:*** We may provide information to you regarding treatment alternatives or other health-related benefits that may be of interest to you, but we must abide by strict limitations on third-party funding for such communications.

***Sale of PHI:*** We are prohibited from selling your PHI without your prior authorization.

***Notification:*** We may use or disclose PHI about you to notify or assist in notifying a family member, personal representative, or another person responsible for your care, your location, and your general condition.

***Correctional institution:*** If you are or become an inmate of a correctional institution, we may disclose PHI to the institution or its agents when necessary for your health or the health and safety of others.

***To avert a serious threat to health or safety:*** We may use and disclose PHI about you when necessary to prevent a serious threat to your health and safety or the health and safety of the public or another person.

***Military and veterans:*** If you are a member of the armed forces, we may release PHI about you as required by military command authorities. We may also release PHI about foreign military personnel to the appropriate military authority.

***National security and intelligence activities:*** We may release PHI about you to authorized federal officials for intelligence, counterintelligence, and other national security activities authorized by law.

***Victims of abuse, neglect, or domestic violence:*** We may disclose PHI about you to a government authority, such as a social service or protective services agency, if we reasonably believe you are a victim of abuse, neglect, or domestic violence. We will only disclose this type of information to the extent required by law, if you agree to the disclosure, or if the disclosure is allowed by law, and we believe it is necessary to prevent serious harm to you or 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 you.

***Right to receive notice in the event of a breach:*** In the event of a breach of your PHI that has not been secured in accordance with federal standards (such as encrypted), you have the right to be notified of the breach and to be provided, to the extent available, with a description of the breach, a description of the types of information involved in the breach, the steps you should take to protect yourself from potential harm, a brief description of what we are doing to investigate the breach, mitigate harm, and prevent further breaches, as well as contact information for questions or concerns regarding the breach.

**INCIDENTAL DISCLOSURES AT THE DRIVE-THRU WINDOW**

We make reasonable efforts to avoid any inadvertent oral disclosure of your PHI. However, in some locations we offer customers the convenience of picking up their prescriptions at a drive-thru window where a conversation with the pharmacy could be overheard by a passerby. If you are concerned about the possibility of someone overhearing your drive-thru communications, we recommend that you obtain your prescriptions from the pharmacy counter inside the store.

**OTHER USES AND DISCLOSURES OF PHI**

We will obtain your written authorization before using or disclosing PHI about you for purposes other than those provided for above or as otherwise permitted or required by law. You may revoke an authorization in writing at any time. Upon receipt of the written revocation, we will stop using or disclosing PHI about you, except to the extent that we have already taken action in reliance on the authorization.

**NOTE REGARDING STATE LAW**

For all of the above purposes, when state law is more restrictive than federal law, we are required to follow the more restrictive state law.

Our New York and Mississippi pharmacies will not access a common electronic file or database used to maintain required personally identifiable dispensing information except upon your, or your agent's, express request.

**MINORS**

If you are a minor who has lawfully provided consent for treatment and you would like the pharmacy, to the extent permitted by your state's laws, to treat you as an adult for purposes of access to and disclosure of records related to such treatment, please notify the pharmacist.

**FOR MORE INFORMATION OR TO REPORT A PROBLEM**

If you have questions or would like additional information about Noble Health Services' privacy practices, you may contact the Privacy Officer at Noble Health Services, 520 East Main St., Gouverneur, NY 13642 or call (315) 287-3600. If you believe your privacy rights have been violated, you can file a complaint with the Privacy Officer or with the Secretary of Health and Human Services. There will be no retaliation for filing a complaint.

## WE'RE HERE TO HELP WALK YOU THROUGH EVERY STEP of *YOUR* CLINICAL JOURNEY


Please call us if you have any questions or concerns regarding how to fill a new or refill prescription, how to have a prescription transferred, order status, order delay information, copays, claims submissions, network status information, cash price information, or benefit coverage. A Pharmacist-On-Call is available 24 hours a day, 7 days a week, 365 days a year for medication assistance, side effects, and other clinical situations..


### NOBLE NORTHEAST

6040 Tarbell Road  
Syracuse, New York 13206

 **TELEPHONE:**  
(888) 843-2040

 **FAX:**  
(888) 842-3977

 **CALL CENTER HOURS\*:**  
Mon-Fri — 8:30am to 8:00pm ET  
Sat — 8:30am to 12:30pm ET  
Sun — Closed

 **HOURS OF OPERATION:**  
Mon-Fri — 8:30am to 5:00pm ET  
Sat — 8:30am to 12:30pm ET  
Sun — Closed


**EMAIL:**  
[contactus@noblehealthservices.com](mailto:contactus@noblehealthservices.com)


### NOBLE SOUTHEAST

2506 Lakeland Drive, Suite 201  
Flowood, Mississippi 39232

 **TELEPHONE:**  
(866) 420-4041

 **FAX:**  
(601) 420-4040

 **CALL CENTER HOURS\*:**  
Mon-Fri — 7:30am to 7:00pm CT  
Sat — 7:30am to 12:00pm CT  
Sun — Closed

 **HOURS OF OPERATION:**  
Mon-Fri — 8:00am to 5:00pm CT  
Sat-Sun — Closed

**WEB:**  
[www.noblehealthservices.com](http://www.noblehealthservices.com)

\*An answering service will answer Noble Health Services' phones after normal business hours. You may leave a message or inform the operator that you wish to speak to a company representative and the on-call staff will be contacted. Only equipment requiring emergency maintenance or replacement will be serviced after hours.



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HEALTH SERVICES

[www.noblehealthservices.com](http://www.noblehealthservices.com)

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