



At Global Medical Response and its subsidiaries (“Company”), we place the highest priority on a patient’s right to privacy. The Company adheres to the requirements outlined by the Health Insurance Portability and Accountability Act of 1996 (HIPAA), as well as applicable state laws, which ensure the privacy and security of an individual’s health information and promotes privacy and trust between patients and their health care providers.

This means that we respect our patients’ right to privacy and will endeavor to protect the confidentiality of their health information whether stored in a paper or electronic format. Because there has been heightened attention on Coronavirus in the news media recently, it is important that we not lose sight of the need to protect our patients’ information and the privacy of our employees who face many different types of risk every day.

At no time is it appropriate to:

- Access the medical record of a patient if you are not directly involved in their care; or
- Discuss specific patient information on social media or with others, including the Company’s caregivers and other employees, who do not have a clinical need to know.

It is important to remember that a breach in a patient’s privacy does not necessarily have to include the patient’s name. A breach can involve any information that could reasonably identify the patient. Any violation of Company privacy policy will result in disciplinary action up to and including termination.

Should you have any questions related to the Company’s privacy policies or any other privacy related questions, please contact Lynsey Henkel, Privacy Officer, at 972.829.2828.