

## **TERMS OF USE**

### **AGREEMENT**

By accessing or using this service, you agree to be bound by all of the terms and conditions below, which are intended to be fully effective and binding upon all users. The information contained in this online site is solely intended to provide broad consumer understanding and knowledge of health care topics. This service is for educational purposes only and should in no way be taken to be the provision or practice of medical, nursing or professional healthcare advice or services. The information should not be considered complete and should not be used in place of a visit, call, consultation or advice of your physician or other health care provider. The information obtained from this service is not exhaustive and does not cover all diseases, ailments, physical conditions or their treatments. Should you have any health care-related questions, please call or see your physician promptly.

### **PRIVACY POLICY**

HPI takes patient confidentiality of outmost seriousness and we are required by the State of Illinois and Federal law to maintain the privacy of your protected health information (PHI).

Your health record contains PHI about you, including demographic information, that may identify you and that relates to your past, present or future physical or mental health or condition and related health care services. Please see our Notice of Privacy Practices linked below.

### **NON-DISCRIMINATION POLICY**

If you believe that IBI Health Performance Institute has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with the Compliance Office, 900 Rand Rd, Suite 300, Des Plaines, IL 60016, compliance hotline (866) 481-9993, fax: (847) 929-1138. You can file a grievance in person, by mail, or by fax.

If you need help filing a grievance, the Compliance Office is available to help you. You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/smartscreen/main.jsf> or by mail or phone at: U.S. Department of Health and Human Services, 200 Independence Avenue SW., Room 509F, HHH Building, Washington, DC 20201, 1-800-868-1019, 800-537-7697 (TDD).