

MERIDIAN DIAGNOSTICS

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contactus@meridiandiaglabs.com

As Meridian Diagnostics works on various methods of improvement throughout the laboratory and organization, we are putting enhanced compliance efforts at the forefront of our mission.

As we roll out updated Compliance policies and procedures you will receive updates, documents, and courses often via email that will require your immediate attention and confirmation of receipt, review and/or completion. We appreciate your attention to the items and immediate responses. At any time you have questions or suggestions, please let management know.

Patient Health Information in Emails – Immediate Action Needed. An immediate compliance risk area we need to address is the way we share protected health information (PHI) with contacts outside of our organization. As a reminder, we are prohibited from providing patients identifiable information, medical/laboratory reports, and any other identifiable healthcare information unless it is transmitted through an appropriately secured platform. Sending emails out to clients with a patient's name (even partial name), social security number, medical record number, or any other personal identifiers with lab reports is prohibited. We may send patient information only through a fax to a confirmed line, or via an encrypted email or a secured drop box/folder to a confirmed email address. The team is working on acquiring an encrypted email tool which will allow us to create logins and safely and securely share PHI with those who have requested it and are authorized to receive this information. Keep an eye out for a follow up email with additional information on the encrypted email service we will be implementing for those of us who correspond with clients, facilities, and physicians outside of our organization.

Please remember that we **never contact or communicate with patients directly**. This also applies to account managers, executives, and board members.

Also, all facility communications that relate to results, missing information, or reports should be relayed to the designated staff member or officer to ensure messages and information are being relayed accurately.

Please let me know if you have any questions about the information in this email.

Also, please reply to this email once read to confirm your receipt and understanding of the information.

Regards,



Rhyann Walcott
CEO

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