



# PHI Privacy & Data Protection Commitment

## *Client-Facing Compliance Statement (HIPAA)*

BioExpressFL is committed to protecting Protected Health Information (PHI) and maintaining full compliance with the Health Insurance Portability and Accountability Act (HIPAA). This statement outlines how PHI is safeguarded during medical courier operations to ensure confidentiality, integrity, and trust.

## How BioExpressFL Protects PHI

- Couriers are trained in HIPAA and PHI privacy requirements
- PHI is accessed only when required for transport purposes
- Documents containing PHI are secured during transport
- Delivery is made only to authorized recipients

## What Couriers Are Prohibited From Doing

- Storing PHI on personal devices
- Taking photos of specimens, labels, or documents
- Sharing PHI via text, messaging apps, or social media
- Discussing patient information in public areas

## Secure Communication & Documentation

- Company-approved communication channels are used
- PHI is not transmitted electronically unless authorized and secure
- Chain-of-custody documentation is maintained at all times

## **Training & Accountability**

- All couriers complete HIPAA training prior to handling PHI
- Acknowledgement forms are signed and retained
- Violations result in disciplinary action and remediation

By adhering to strict privacy controls and operational safeguards, BioExpressFL ensures that PHI is handled responsibly throughout the transport process. Our commitment to privacy and compliance supports patient safety and reinforces client confidence.