

YOUR INFORMATION. YOUR RIGHTS. OUR RESPONSIBILITIES.

This notice describes how medical information about you may be used and disclosed and how you can get access to this information. Please review it carefully.

YOUR RIGHTS

See page 2 for more information on these rights and how to exercise them.

You have the right to:

- Get a copy of your paper or electronic medical record
- Correct your paper or electronic medical record
- Request confidential communication
- Ask us to limit the information we share
- Get a list of those with whom we've shared your information
- Get a copy of this privacy notice
- Choose someone to act for you
- File a complaint if you believe your privacy rights have been violated

YOUR CHOICES

See page 3 for more information on these choices and how to exercise them.

You have some choices in the way that we use and share information as we:

- Tell family and friends about your condition
- Provide disaster relief
- Include you in a hospital directory
- Provide mental health care
- Market our services and sell your information
- Raise funds

OUR USES & DISCLOSURES

See pages 3 and 4 for more information on these uses and disclosures.

We may use and share your information as we:

- Treat you
- Run our organization
- Bill for your services
- Help with public health and safety issues
- Do research
- Comply with the law
- Respond to organ and tissue donation requests
- Work with a medical examiner or funeral director
- Address workers' compensation, law enforcement, and other government requests
- Respond to lawsuits and legal actions

OUR RESPONSIBILITIES

We are required by law to maintain the privacy and security of your protected health information.

We will let you know promptly if a breach occurs that may have compromised the privacy or security of your information.

We must follow the duties and privacy practices described in this notice and give you a copy of it.

We will not use or share your information other than as described here unless you tell us we can in writing. If you tell us we can, you may change your mind at any time. Let us know in writing if you change your mind.

For more information see: <https://www.hhs.gov/hipaa/index.html>

Changes to the Terms of this Notice We can change the terms of this notice, and the changes will apply to all information we have about you. The new notice will be available upon request, in our office, and on our web site.

Effective Date: December 10, 2013 • Revised Date: May 8, 2023

THIS NOTICE OF PRIVACY PRACTICES

applies to the following Keith Clinic organizations:

- 5344 Central Avenue, Suite A
- 402 East Sugar Creek Road
- 4016 Triangle Drive
- 7001-A South Boulevard
- 405 North Chester Street

PRIVACY OFFICIAL

Jessica Graham, Director of Compliance

compliance@starmounthealthcare.com
704-319-9200

NOTICE OF Privacy Practices



YOUR RIGHTS

When it comes to your health information, you have certain rights.

This section explains your rights and some of our responsibilities.

Get an electronic or paper copy of your medical record

You can ask to see or get an electronic or paper copy of your medical record and other health information we have about you. Ask us how to do this.

We will provide a copy or a summary of your health information, usually within 30 days of your request. We may charge a reasonable, cost-based fee.

Ask us to correct your medical record

You can ask us to correct health information about you that you think is incorrect or incomplete. Ask us how to do this.

We may say “no” to your request, but we’ll tell you why in writing within 60 days.

Request confidential communications

You can ask us to contact you in a specific way (for example, home or office phone) or to send mail to a different address.

We will say “yes” to all reasonable requests.

Ask us to limit what we use or share

If you pay for a service or health care item out-of-pocket in full, you can ask us not to share that information for the purpose of payment or our operations with your health insurer. We will say “yes” unless a law requires us to share that information.

You can ask us not to use or share certain health information for treatment, payment, or our operations. We are not required to agree to your request, and we may say “no” if it would affect your care.

Get a list of those with whom we’ve shared information

You can ask for a list (accounting) of the times we’ve shared your health information for six years prior to the date you ask, who we shared it with, and why.

We will include all the disclosures except for those about treatment, payment, and health care operations, and certain other disclosures (such as any you asked us to make). We’ll provide one accounting a year for free but will charge a reasonable, cost-based fee if you ask for another one within 12 months.

Get a copy of this privacy notice

You can ask for a paper copy of this notice at any time, even if you have agreed to receive the notice electronically. We will provide you with a paper copy promptly.

Choose someone to act for you

If you have given someone medical power of attorney or if someone is your legal guardian, that person can exercise your rights and make choices about your health information.

We will make sure the person has this authority and can act for you before we take any action.

File a complaint if you feel your rights are violated

You can complain if you feel we have violated your rights by contacting us using the information on the back of this pamphlet.

We will not retaliate against you for filing a complaint. You can file a complaint with the U.S. Department of Health and Human Services Office for Civil Rights by

Sending a letter to: 200 Independence Avenue, S.W. Washington, D.C. 20201
Calling: 1-800-368-1019 or visiting: www.hhs.gov/ocr/privacy/hipaa/complaints/

YOUR CHOICES

For certain health information, you can tell us your choices.

If you have a clear preference for how we share your information in the situations described below, talk to us, tell us what you want us to do, and we will follow your instructions.

In these cases, you have both the right and choice to tell us to:

- Share information with your family, close friends, or others involved in your care
- Share information in a disaster relief situation
- Include your information in a hospital directory

If you are not able to tell us your preference, for example if you are unconscious, we may go ahead and share your information if we believe it is in your best interest. We may also share your information when needed to lessen a serious and imminent threat to health or safety.

In the case of fundraising:

We may contact you for fundraising efforts, but you can tell us not to contact you again

In these cases we never share your information unless you give us written permission:

- Sale of your information
- Most sharing of psychotherapy notes

HOW ELSE CAN WE USE OR SHARE YOUR HEALTH INFORMATION?

We are allowed or required to share your information in other ways - usually in ways that contribute to the public good, such as public health and research.

We have to meet many conditions in the law before we can share your information for these purposes.

For more information see www.hhs.gov/ocr/privacy/hipaa/understanding/consers/index.html

Help with public health and safety issues

- Preventing disease
- Helping with product recalls
- Reporting adverse reactions to medications
- Reporting suspected abuse, neglect, or domestic violence
- Preventing or reducing a serious threat to anyone’s health or safety

Do research

We can use or share your information for health research.

Comply with the law

We will share information about you if state or federal laws require it, including with the Department of Health and Human Services if it wants to see that we’re complying with federal privacy law.

Work with a medical examiner or funeral director

We can share health information with a coroner, medical examiner, or funeral director when an individual dies.

Respond to lawsuits and legal actions

We can share health information about you in response to a court or administrative order, or in response to a subpoena.

OUR USES & DISCLOSURES

How do we typically use or share your health information?

We typically use or share your health information in the following ways:

Treat you

We can use your health information and share it with other professionals who are treating you.

Example: A doctor treating you for an injury asks another doctor about your overall health condition.

Run our organization

We can use and share your health information to run our practice, improve your care, and contact you when necessary.

Example: A medical transcription is contracted out and the transcriptionist has access to your information in order to fulfill his/her job requirements.

Bill for your services

We can use and share your health information to bill and get payment from health plans or other entities.

Example: We give information about you to your health insurance plan and/or other entities so they will pay for your services. This information may be submitted via postal mail, electronically, or facsimile.

Address workers’ compensation, law enforcement, and other government requests

We can use or share health information about you:

- For workers’ compensation claims
- For law enforcement purposes or with a law enforcement official
- With health oversight agencies for activities authorized by law
- For special government functions such as military, national security, and presidential protective services

Contact regarding continuity of care and marketing

We may contact you, by means such as telephone (and may leave a message), US mail, or e-mail, to provide:

- Appointment reminders
- Birthday and/or thank you card for referrals
- Periodic announcements that may be of interest to you
- Information you may receive may come from other healthcare providers managed by StarMount Healthcare Management

The information you receive may come from other healthcare providers managed by StarMount Healthcare, including StarMed Healthcare.

Displays for in office public relations

Unless you notify us you object in writing, we may use your name and/or photograph for future marketing purposes. This includes but is not limited to in-office displays, mailing pieces and/or social media platforms, such as Facebook, Twitter, and Instagram. We may advertise services throughout our office displays provided by other healthcare providers, including StarMed Healthcare.