

# Notice of Privacy Practices

Last Updated and Effective: 04/16/2024

This Notice describes how your personal health information contained in therapy records may be used and disclosed by Huddle Up, Inc. (the "Company" or "we") and how you can request a copy of your personal health information. Please review it carefully. We are required by law to maintain your privacy, give you this notice of our duties and privacy practices regarding your health information, and follow the terms of our notice that is currently in effect.

## **HOW WE MAY USE AND DISCLOSE YOUR HEALTH INFORMATION:**

Described as follows are the ways we may use and disclose health information that identifies you ("Health Information" or "PHI"). Except for the following purposes, we will use and disclose Health Information only with your written permission. You may revoke such permission at any time by writing to us and stating that you wish to revoke the permission you previously gave us.

**Treatment.** We may use and disclose Health Information for your treatment and to provide you with treatment-related health care services. For example, we may disclose Health Information to therapists or other personnel, including people outside our office, who are involved in your medical care and need the information to provide you with medical care.

**Payment.** We may use and disclose Health Information so that we may bill and receive payment from you or a third party for the treatment and services you received. For example, we may give your health plan information so that they will pay for your treatment. However, if you pay for your services yourself (e.g. out-of-pocket and without any third-party contribution or billing), we will not disclose Health Information to a health plan.

**Health Care Operations.** We may use and disclose Health Information for health care operation purposes. These uses and disclosures are necessary to make sure that all of our patients receive quality care and to operate and manage our tele-therapy services. For example, we may use and disclose information to make sure the care you receive is of the highest quality.

**Records Release to You.** We will provide a copy or a summary of your Health Information in response to a request for a copy of your records made by you or medical personnel whom you have so designated to receive information involved in your care in the format requested.



**Appointment Reminders, Treatment Alternatives and Health Related Benefits and Services.** We may use and disclose Health Information to contact you and to remind you that you have an appointment with us. We also may use and disclose Health Information to tell you about treatment alternatives or health-related benefits and services that may be of interest to you.

**Release of Health Information to Family, Friends and Associates.** We will only share Health Information with non-medical personnel (such as your family, friends, and associates) you have specifically designated with permission. We also may notify your family about your location or general condition or disclose such information to an entity assisting in a disaster relief effort

**Research.** Under certain circumstances, we may use and disclose Health Information for research. For example, a research project may involve comparing the health of patients who received one treatment to those who received another, for the same condition. If a retrospective chart analysis is performed, your records will be "de-identified" so that no one outside of the Company has any means to identify you.

**Fundraising and Marketing.** Health Information may be used for fundraising communications. Except for the exceptions detailed above, uses and disclosures of Health Information for marketing purposes, as well as disclosures that constitute a sale of Health Information, require your written authorization.

**Psychotherapy Records.** We will not share any psychotherapy notes (as defined pursuant to 45 C.F.R. § 164.501) or substance abuse treatment records without your written permission

**Other Uses.** We may be allowed or required to share your information in other ways that contribute to the public good. We have to meet many conditions in the law before we can share your information for these purposes. Such reasons may include help with public health and safety issues, compliance with the law, response to organ and tissue donation requests, working with a medical examiner or funeral director, answering workers' compensation, law enforcement, and other government requests, and responding to lawsuits and legal actions. For more information, see:  
[www.hhs.gov/ocr/privacy/hipaa/understanding/consumers/index.html](http://www.hhs.gov/ocr/privacy/hipaa/understanding/consumers/index.html).

### **SPECIAL SITUATIONS:**

**As Required by Law.** We will disclose Health Information when required to do so by federal, state or local law.



**To Avert a Serious Threat to Health or Safety.** We may use and disclose Health Information when necessary to prevent a serious threat to your health and safety or the health and safety of the public or another person. Disclosures, however, will be made only to someone who may help prevent the threat.

**Business Associates.** We may disclose Health Information to our business associates that perform functions on our behalf or provide us with services if the information is necessary for such functions or services. For example, we may use another company to perform billing services on our behalf. All of our business associates are obligated to protect the privacy of your information and are not allowed to use or disclose any information other than as specified in our contract.

**Military and Veterans.** If you are a member of the armed forces, we may release Health Information as required by military command authorities. We also may release Health Information to the appropriate foreign military authority if you are a member of a foreign military.

**Workers' Compensation.** We may release Health Information for workers' compensation or similar programs. These programs provide benefits for work-related injuries or illness.

**Public Health Risks.** We may disclose Health Information for public health activities. These activities generally include disclosures to prevent or control disease, injury or disability; report births and deaths; report child abuse or neglect; report reactions to medications or problems with products; notify people of recalls of products they may be using; a person who may have been exposed to a disease or may be at risk for contracting or spreading a disease or condition; and the appropriate government authority if we believe a patient has been the victim of abuse, neglect or domestic violence. We will only make this disclosure if you agree or when required or authorized by law.

**Health Oversight Activities.** We may disclose Health Information to a health oversight agency for activities authorized by law. These oversight activities include, for example, audits, investigations, inspections, and licensure. These activities are necessary for the government to monitor the health care system, government programs, and compliance with civil rights laws.

**Lawsuits.** If you are involved in a lawsuit or a dispute, we may disclose Health Information in response to a court or administrative order. We also may disclose Health Information in response to a subpoena, discovery request, or other lawful process by someone else involved in the dispute, but only if efforts have been made to tell you about the request or to obtain an order protecting the information requested.



**Law Enforcement.** We may release Health Information if asked by a law enforcement official if the information is: (1) in response to a court order, subpoena, warrant, summons or similar process; (2) limited information to identify or locate a suspect, fugitive, material witness, or missing person; (3) about the victim of a crime even if, under limited circumstances, we are unable to obtain the person's agreement; (4) about a death we believe may be the result of criminal conduct; and (5) in an emergency to report a crime, the location of the crime or victims, or the identity, description or location of the person who committed the crime.

**Coroners, Medical Examiners and Funeral Directors.** We may release Health Information to a coroner or medical examiner. This may be necessary, for example, to identify a deceased person or determine the cause of death. We also may release Health Information to funeral directors as necessary for their duties.

**Inmates or Individuals in Custody.** If you are an inmate of a correctional institution or under the custody of a law enforcement official, we may release Health Information to the correctional institution or law enforcement official. This release would be if necessary: (1) for the institution to provide you with health care; (2) to protect your health and safety or the health and safety of others; or (3) the safety and security of the correctional institution.

## **YOUR RIGHTS:**

You have the following rights regarding Health Information we have about you:

**Right to Inspect and Copy.** You have a right to inspect and obtain Health Information that may be used to make decisions about your care or payment for your care. This includes medical and billing records, other than psychotherapy notes. To inspect and obtain a copy of this Health Information, you must make your request, in writing, to our office.

**Right to Amend.** If you feel that the Health Information we have is incorrect or incomplete, you may ask us to amend the information. You have the right to request an amendment for as long as the information is kept by or for the Company. To request an amendment, you must make your request, in writing, to our office.

**Right to an Accounting of Disclosures.** You have the right to request a list of certain disclosures we made of Health Information for purposes other than treatment, payment and health care operations or for which you provided written authorization. To request an accounting of disclosures, you must make your request, in writing, to our office.

**Right to Request Confidential Communication.** You have the right to request that we communicate with you about medical matters in a certain way or at a certain location.



Such requests must be made in writing to our office. We will accommodate reasonable requests.

**Right to a Paper Copy of This Notice.** You have the right to a paper copy of this notice. You may ask us to give you a copy of this notice at any time. Even if you have agreed to receive this notice electronically, you are still entitled to a paper copy of this notice. You may obtain a copy of this notice at our web site, <https://www.huddleupcare.com>. To obtain a paper copy of this notice, please request it in writing.

**Right to Electronic Records.** You have the right to receive a copy of your electronic health records in electronic form.

**Right to Breach Notification.** You have the right to be notified if there is a Breach of privacy such that your Health Information is disclosed or used improperly or in an unsecured way.

#### **CHANGES TO THIS NOTICE:**

We reserve the right to change this notice and make the new notice apply to Health Information we already have as well as any information we receive in the future.

#### **COMPLAINTS:**

If you believe your privacy rights have been violated, you may file a complaint with our office or 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 1-877-696-6775, or visiting [www.hhs.gov/ocr/privacy/hipaa/complaints/](http://www.hhs.gov/ocr/privacy/hipaa/complaints/). All complaints must be made in writing. You will not be penalized for filing a complaint.

#### **California Privacy Rights**

If you are a resident of the state of California, you may have additional rights regarding the collection, use, and disclosure of your personal information. Exclusively with respect to residents of the state of California, this Privacy Policy is supplemented by our Privacy Notice for California Residents here.

