

Our Legal Duty

We are required by applicable federal and state law to maintain the privacy of your Protected Health Information (PHI). We are also required to give you this Notice about our privacy practices, our legal duties, and your rights concerning your PHI. We must follow the privacy practices that are described in this Notice while it is in effect.

We reserve the right to change our privacy practices and the terms of this Notice at any time, provided such changes are permitted by applicable law.

Uses and Disclosures of Health Information

We may use and disclose your health information for different purposes. Explanations and examples for each category are listed below:

- **Treatment:** We may use or disclose your health information to a physician, another dentist, or other healthcare providers who are involved in providing treatment or care to you.
- **Payment:** We may use and disclose your health information to obtain payment for services we provide to you. This may include coordinating eligibility or coverage with your insurance carrier.
- **Healthcare Operations:** We may use and disclose your health information in connection with our healthcare operations. Healthcare operations include quality assessment and improvement activities, reviewing the competence or qualifications of healthcare professionals, evaluating practitioner and provider performance, conducting training programs, accreditation, certification, licensing, or credentialing activities.
- **Special Protections for Substance Use Disorder Records:** In accordance with the federal compliance updates effective **February 16, 2026**, any Protected Health Information (PHI) we receive from a federal Part 2 substance use disorder (SUD) treatment program receives enhanced restrictions. We will not disclose or use SUD patient records for treatment, payment, or healthcare operations unless explicitly permitted under 42 CFR Part 2 or authorized by your written consent.

Other Permitted and Required Uses and Disclosures

- **As Required by Law:** We may use or disclose your health information when we are required to do so by law.
- **Public Health Activities:** We may disclose your health information for public health activities, including statistics, preventing or controlling disease, injury, or disability.
- **Abuse or Neglect:** We may disclose your health information to appropriate authorities if we reasonably believe that you are a possible victim of abuse, neglect, or domestic violence.

- **Appointment Reminders:** We may use or disclose your health information to provide you with appointment reminders (such as voicemail messages, postcards, emails, or text messages).

Your Patient Rights

- **Access:** You have the right to look at or get copies of your health information, with limited exceptions. You must make a request in writing to obtain access to your health information.
- **Disclosure Accounting:** You have the right to receive a list of instances in which we or our business associates disclosed your health information for purposes other than treatment, payment, healthcare operations, and certain other activities.
- **Restriction:** You have the right to request that we place additional restrictions on our use or disclosure of your PHI. We are not required to agree to these additional restrictions, except in the case of a disclosure to a health plan for a service you paid for out-of-pocket in full.
- **Alternative Communication:** You have the right to request that we communicate with you about your health information by alternative means or to alternative locations. (You must make your request in writing).
- **Amendment:** You have the right to request that we amend your health information. (Your request must be in writing, and it must explain why the information should be amended).

Questions and Complaints

If you want more information about our privacy practices or have questions or concerns, please contact our privacy compliance officer.

If you are concerned that we may have violated your privacy rights, you may complain to us using the contact information listed below. You also may submit a written complaint to the U.S. Department of Health and Human Services. We support your right to the privacy of your health information. We will not retaliate in any way if you choose to file a complaint with us or with the U.S. Department of Health and Human Services.