



Privacy Policy

Our Commitment to Privacy

NorthStar Senior Placement Services, LLC is committed to protecting the privacy, dignity, and confidentiality of the individuals and families we serve. We comply with all applicable Oregon Department of Human Services (DHS) requirements, HIPAA privacy standards, and state and federal confidentiality laws. All personal information is collected and handled lawfully, fairly, and transparently, with the client's knowledge and consent.

Purpose of Information Collection

We collect personal information solely to provide senior placement services, coordinate appropriate care options, communicate with clients and care providers, and meet applicable regulatory and licensing requirements. Information is collected only to the extent necessary to fulfill these purposes.

Information We Collect

Personal information collected should be accurate, complete, and current and may include:

- Name, address, phone number, and email
- Date of birth and emergency contacts
- Medical history, diagnoses, medications, and care needs
- Financial and insurance information relevant to placement
- Housing, care level, and location preferences
- Information provided by family members, healthcare providers, or authorized legal representatives

How We Use Information

Information is used exclusively for care coordination, placement referrals, communication with licensed care providers and related professionals, and compliance with Oregon DHS and other applicable legal requirements.

Disclosure of Information and Consent

Personal information is disclosed only as permitted by law and **only after affirmative consent has been obtained** from the client or their authorized representative. Disclosure may occur to licensed care providers or settings, healthcare professionals, authorized representatives, regulatory agencies, or emergency services when necessary for the client's care or safety.

All disclosures are governed by our **Disclosure and Client Advisory Form**, which explains the types of information that may be shared, the purpose of disclosure, and the client's rights regarding consent and revocation. Clients are provided this form prior to any information sharing and must acknowledge and authorize disclosure in writing.

Client Rights

Clients have the right to access their personal information, request corrections, limit or revoke consent for information sharing (subject to legal requirements), and file privacy complaints without retaliation.

Safeguards

We maintain administrative, technical, and physical safeguards to protect client information from loss, theft, unauthorized access, use, or disclosure. These safeguards include secure access controls, encryption where appropriate, password protection, and access limited to individuals with a legitimate need to know.

Record Retention

Client intake forms, consent documents, and disclosure authorizations are retained for a minimum of **three (3) years** in accordance with applicable regulatory requirements. Health and financial information is retained only for as long as necessary to provide services or meet legal obligations and is securely destroyed when no longer required.

Client Requests

Clients may request access to their personal information or request updates or corrections to ensure accuracy and completeness. Requests are handled promptly and in accordance

with applicable privacy laws. Reasonable steps are taken to verify the client's identity before processing any request.

You may email this request to:

Email: northstarseniorplacement@gmail.com

NorthStar Senior Placement Services, LLC

Phone: (503) 839-1491

www.northstarseniorplacement.com