



NOTICE OF PRIVACY PRACTICES

Simply Well Healthcare

This Notice describes how medical information about you may be used and disclosed and how you may access this information. Please review it carefully.

Our Responsibility

Simply Well Healthcare is committed to protecting the privacy of your medical information. Your care and treatment are documented in a medical record that contains **Protected Health Information (PHI)**. To provide you with high-quality care, we may use and share your PHI with healthcare providers, facilities, laboratories, pharmacies, specialists, or other healthcare professionals involved in your treatment.

As a **Direct Primary Care (DPC)** practice, we do **not bill insurance for routine primary care services**. We use or disclose your information only as needed to provide your care, process payment for membership or services, and operate our practice.

Our team is trained to protect the privacy and confidentiality of your PHI. Except as described in this Notice or otherwise permitted by law, we will not use or disclose your PHI without your written authorization.

Uses and Disclosures of Your PHI

We may use or disclose your PHI without your written authorization for the following purposes:

Treatment

To provide, coordinate, or manage your medical care. This may include sharing information with providers, specialists, hospitals, laboratories, imaging centers, or pharmacies involved in your care.

Payment

To process membership fees, collect payment for services, or prepare invoices. Although Simply Well Healthcare does not bill insurance for routine primary care, payment-related uses may still apply.

Healthcare Operations

To operate our practice, improve the quality of care, conduct internal quality reviews, train staff, and manage administrative activities.

Appointment Reminders and Communication

To contact you regarding appointments, follow-up care, treatment options, test results, and other health-related information. Communication may occur by phone, secure messaging, text message, email, or patient portal.



Public Health and Safety

As required by law, we may disclose PHI for public health activities, including disease reporting, reporting adverse medication reactions, suspected abuse or neglect, or preventing a serious threat to health or safety.

Health Oversight Activities

To government agencies authorized to monitor healthcare systems or investigate compliance.

Legal Requirements

In response to a court order, subpoena, warrant, or lawful request by law enforcement or other governmental authorities.

Workers' Compensation

As authorized by workers' compensation laws or similar programs.

Your Rights

You have certain rights regarding your health information.

Access to Records

- You may request an electronic or paper copy of your medical record. We generally provide requested records within **30 days** of receiving your written request.

Request Correction

- You may request that we amend information you believe is incomplete or incorrect. If we deny the request, we will explain why in writing.

Request Restrictions

- You may ask us not to use or share certain information for treatment, payment, or healthcare operations. While we will consider your request, we may not always be required to agree.

Confidential Communications

- You may request that we contact you by a specific method, such as email, phone, secure message, or at a particular location.

Accounting of Disclosures

- You may request a list of certain disclosures of your PHI made during the previous six years.

Paper Copy of This Notice

- You may request a paper copy of this Notice at any time.

Personal Representative

- You may authorize another person to receive information on your behalf. If you have a legal guardian, that individual may exercise your rights as permitted by law.



Direct Primary Care Disclosure

Simply Well Healthcare operates as a **Direct Primary Care membership practice**.

Direct Primary Care is **not health insurance**. Your membership covers primary care services directly through our practice. We encourage patients to maintain separate insurance coverage for hospitalizations, emergency services, specialty care, imaging, and other high-cost medical needs.

Breach Notification

We are required by law to protect the privacy of your PHI and to notify you if a breach of unsecured PHI occurs.

We reserve the right to change the terms of this Notice. Any updated Notice will apply to all protected health information we maintain and will be available upon request.

Effective Date: March 1, 2026

Complaints

If you have questions about this Notice or believe your privacy rights have been violated, please contact:

Simply Well Healthcare

Email: info@simplywellhealthcare.com

You may also file a complaint with the **U.S. Department of Health and Human Services**. You will not be retaliated against for filing a complaint.

DIRECT PRIMARY CARE PROGRAM

Patient Code of Conduct

Simply Well Healthcare

To provide a safe, respectful, and welcoming environment for patients, families, and staff, we ask all patients and visitors to refrain from behavior that is disruptive, threatening, or unsafe.

Our Expectations

- If you have questions about your care or concerns about your visit, please speak with your provider so we can address them promptly.
- To ensure enough time is reserved for your visit, please let us know the issues you would like to discuss when scheduling your appointment.
- Questions regarding your membership agreement, monthly membership fee, or charges for services not included in membership may be discussed with your provider or office staff.
- Please silence cell phones and electronic devices during appointments whenever possible.

Zero-Tolerance Policy

Simply Well Healthcare maintains a zero-tolerance policy for aggressive, threatening, abusive, or harassing behavior toward providers, staff, other patients, or visitors.



Prohibited Behavior

The following conduct is prohibited:

- Possessing firearms or other weapons
- Harassing, intimidating, or threatening providers, staff, or other patients
- Threats of violence by phone, email, text message, voicemail, written communication, or in person
- Physical assault or threats of bodily harm
- Threats to damage property
- Damaging office property or equipment
- Menacing gestures
- Discriminatory, racial, or culturally derogatory remarks

If you experience or witness inappropriate behavior, please notify a member of the staff at Simply Well Healthcare immediately.

Individuals who engage in prohibited behavior may be asked to leave and may be subject to termination from the Direct Primary Care membership program.