



Herbal Care Rx's Notice of Privacy Practices

In accordance with the Healthcare and Insurance Portability and Accountability Act (HIPAA), Herbal Care Rx will not share, circulate, or distribute your Protected Health Information (PHI) outside of our organization without your prior authorization and consent, unless such sharing is mandated by federal or state law. In accordance with standards established by the HIPAA Privacy Rule, within the organization, we may internally transmit PHI with the intent of:

- Medically treating you
- Securing your payment for services
- Maintaining our organization, including its systems and infrastructure

Herbal Care Rx has a legal duty to protect the privacy of your health information. Herbal Care Rx maintains Business Associate Agreements (BAAs) with HIPAA-compliant electronic healthcare records management services in order to secure our organization's electronic communications and data management. Within the organization, PHI is managed through secure electronic systems, and shared on a need-to-know basis. Herbal Care Rx cannot and will not release your records without your signed authorization.

As a patient, you are entitled to certain privacy rights in accordance with HIPAA:

- You may request a correction of your medical records, if you believe they are in error. Herbal Care Rx must confirm the correction, or provide a response explaining why the correction was not made, within 60 days of the request.
- You may request a copy of your medical records. To request that your patient health records be shared externally, please complete an [Email Consent Form](#), which additionally enumerates certain security concerns around email as a form of communication for PHI.
- You may request that we only communicate with you through secure channels, such as a specific telephone number or email address that you provide. We will honor all reasonable requests.
- You may file a complaint if you believe that your privacy rights have been violated. You may file to the U.S. Department of Health & Human Services (HHS) if you believe that your privacy rights have been violated 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. You may also file a complaint directly to

Herbal Care Rx if you believe that your privacy rights have been violated. To file a privacy complaint to Herbal Care Rx, please email support@herbalcarerx.com. We will not retaliate against you for filing a complaint.