

Renal Care Consultants
NOTICE OF PRIVACY PRACTICES

THIS NOTICE DESCRIBES HOW MEDICAL INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION. PLEASE REVIEW IT CAREFULLY.

If you have any questions about this notice, please contact the designated privacy officer of our office at:

Renal Care Consultants
760 Golf View Dr, Suite 200
Medford, Oregon 97504
Phone: 541-618-4400

Renal Care Consultants, PC (RCC) is committed to upholding all legal and professional obligations to protect the confidentiality of your health records. This notice applies to services provided by RCC and describes how medical information about you may be used and/or disclosed and how you can get access to this information.

Types of Use and Disclosure of Your Protected Health Information

Your Choices

In the following situations, we will use and share your health information only with your permission which you may revoke at any time in writing:

- Share information with your family, close friends or others involved in your care.
- Contact you for marketing or fundraising purposes; we will never sell your information.
- Conduct health research involving identifiable information.
- Respond to organ and tissue donation requests.
- Address workers' compensation claims.
- Share your health information to bill and get payment from health plans or other entities.

Our Responsibilities

- We are required by law to maintain the privacy and security of your records and health information.
- We will let you know promptly if a breach of security occurs that compromises the privacy or security of your information.
- We must follow the duties and privacy practices described in this notice and provide you a copy of it.
- We may need to revise our privacy practices from time to time. If changes occur, we will provide you with an updated version of this notice
- We will not use or share your information other than as described here unless you tell us we can in writing. If you tell us we can, you may change your mind at any time. Let us know in writing if you change your mind.

Uses and Disclosures That Do Not Require Consent Include:

- **For treatment.** We can share your health record with other professionals who are treating you.

- **For health care operations.** We may use your information when there is a legitimate need to know in the course of carrying out one's duties, while maintaining the minimum necessary standards, for example Quality Assurance Reviews.
- **For health and safety emergencies.** We can disclose your information for public health purposes or to respond to health emergencies, for example preventing disease, helping with product recalls, reporting adverse reactions to medications, reporting suspected abuse, neglect, or domestic violence, and preventing or reducing a serious threat to anyone's health or safety.
- **For medical examiner or funeral director services.** We can disclose your information to a coroner or medical examiner for the purpose of determining cause of death or identity or other duties authorized by law, and to funeral directors as necessary to carry out their duties.
- **For regulatory compliance.** We will share information about you if state or federal laws require it, including with the Department of Health and Human Services if it wants to see that we are complying with federal privacy law.
- **For responding to lawsuits or legal actions.** We can share health information about you in response to a court or administrative order, or in response to a subpoena. It is important to note that if legal action is anticipated or if Renal Care Consultants, PC is served with a subpoena.

Renal Care Consultants Communicates with you via Text and Email:

We may communicate with you via text message and/or email for **general, non-sensitive information** such as appointment reminders and updates. Please note the following:

- **Verbal Consent:** We will obtain your written or verbal consent before sending electronic communications.
- **Opt-In:** You can opt in to receive SMS (text) by providing your phone number during registration or consenting to SMS communication.
- **Opt-Out:** You may opt-out of SMS (text) messages at any time by texting **STOP**. Message frequency may vary.
- **Message & Data Rates:** Standard message and data rates may apply from your mobile carrier. We will not charge you for sending messages.

In any case, we will only disclose the minimum amount of information necessary for the purpose it was requested.

Your Privacy Rights

You have specific rights regarding the use and disclosure of your health information, which include the following:

- **Right to Inspect and Copy:** You have the right to inspect and copy your health records.
- **Right to Amend:** If you believe your records contain errors, you can request amendments. We reserve the right to review your request and can decline to amend the record. We are required to place a copy of your proposed amendment in the record, even when we do not agree to amend the record itself. We may deny your request for an amendment if we did not create the information, unless the person or entity that created the information is no longer available to make the amendment.
- **Right to Request Restrictions:** You can request restrictions on how your health information is used or disclosed. We are not required to agree to your request. If we do agree, we will comply to the best of our

ability unless the information is needed to provide you with emergency treatment. If your restriction invalidates your insurance coverage, we may require you to execute a waiver of insurance benefits and a payment agreement.

- **Right to Confidential Communications:** You can request that we communicate with you in a specific way or location. For example, you can ask that we only contact you at work or by mail.
 - **Right to a Paper Copy:** You can request a paper copy of this notice at any time.
 - **Right to an Accounting of Disclosures:** You can request a list of disclosures of your health information.
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Complaints and Investigations

You may file a complaint with our office or the Secretary of the Department of Health and Human Services if you believe your privacy rights have been violated. We will not retaliate against you for filing a complaint.

Effective Date

This Notice of Privacy Practices is updated and effective **April 1, 2025**, and replaces any prior versions.