# NOTICE OF PRIVACY PRACTICES

## Your Information. Your Rights. Our Responsibilities.

Ottawa Beach Dental
1180 Ottawa Beach Road, Suite E
Holland, MI 49424

Privacy Officer
Laurie Ortiz
616-399-9530

Effective date: November 19, 2026

This notice describes how medical and dental information about you may be used and disclosed and how you can get access to this information. Please review it carefully.

## Your Rights

When it comes to your health information, you have certain rights. This section explains your rights and some of our responsibilities to help you.

### Get an electronic or paper copy of your health record

- You can ask to see or get an electronic or paper copy of your health record and other health information we have about you. Ask us how to do this.
- We will provide a copy or a summary of your health information, usually within 30 days of your request. We may charge a reasonable, cost-based fee.

### Ask us to correct your health record

- You can ask us to correct health information about you that you think is incorrect or incomplete. Ask us how to do this.
- We may say no to your request, but we will tell you why in writing within 60 days.

### Request confidential communications

- You can ask us to contact you in a specific way, such as by home, office, or cell phone, or to send mail to a different address.
- We will agree to all reasonable requests.

### Ask us to limit what we use or share

- You can ask us not to use or share certain health information for treatment, payment, or our operations. We are not required to agree, and we may say no if it could affect your care. If we agree, we may still share the information if you need emergency treatment.
- If you pay for a service or health care item out-of-pocket in full, you can ask us not to share that information with your health insurer for payment or our operations. We will agree unless a law requires us to share it.

### Get a list of those with whom we have shared information

- You can ask for an accounting of certain disclosures made during the six years before your request, including who received the information and why.
- The accounting will not include disclosures for treatment, payment, health care operations, and certain other disclosures. We will provide one accounting each year at no charge and may charge a reasonable, cost-based fee for another request within 12 months.

### Get a copy of this privacy notice

- You can ask for a paper copy of this notice at any time, even if you agreed to receive it electronically. We will provide one promptly.

### Choose someone to act for you

- If someone has legal authority to act for you, such as through a medical power of attorney or guardianship, that person may exercise your rights and make choices about your health information.
- We will verify that the person has this authority before taking action.

### File a complaint if you believe your rights were violated

- You may complain by contacting our Privacy Officer, Laurie Ortiz, at 616-399-9530 or by writing to Ottawa Beach Dental at the address above.
- You may also file a complaint with the U.S. Department of Health and Human Services Office for Civil Rights by writing to 200 Independence Avenue, S.W., Washington, D.C. 20201, calling 1-877-696-6775, or visiting hhs.gov/hipaa/filing-a-complaint.
- We will not retaliate against you for filing a complaint.

## Your Choices

For certain health information, you can tell us your choices about what we share. Tell us what you want us to do, and we will follow your instructions when the law permits.

### You have the right and choice to tell us whether to:

- Share information with family, close friends, or others involved in your care or payment for your care.
- Share information in a disaster relief situation.

If you cannot tell us your preference, such as if you are unconscious, we may share information when we believe it is in your best interest. We may also share information when needed to lessen a serious and imminent threat to health or safety.

We will not use or share your information for marketing purposes, sell your information, or share most psychotherapy notes unless you give us written permission. Ottawa Beach Dental does not conduct fundraising using patient health information.

## Our Uses and Disclosures

### How do we typically use or share your health information?

Treat you. We can use your health information and share it with other professionals who are treating you. For example, we may share relevant information with a dental specialist or laboratory involved in your care.

Run our practice. We can use and share your health information to operate our practice, improve your care, and contact you when necessary. For example, we use health information to coordinate treatment and manage services.

Bill for your services. We can use and share your health information to bill and obtain payment from health plans or other entities. For example, we may provide information to your dental benefit plan so it can process a claim.

### How else can we use or share your health information?

We are allowed or required to share information in other ways, usually for public health, oversight, legal, or other public-interest purposes. We must meet legal conditions before sharing information for these purposes.

- Help with public health and safety activities, such as preventing disease, assisting with product recalls, reporting adverse reactions, reporting suspected abuse or neglect, or preventing a serious threat to health or safety.
- Conduct health research when applicable legal requirements are met.
- Comply with federal or state law, including sharing information with the Department of Health and Human Services to demonstrate compliance with federal privacy law.
- Respond to organ and tissue donation requests.
- Work with a coroner, medical examiner, or funeral director when an individual dies.
- Address workers' compensation claims, health oversight activities, law enforcement requests, and special government functions when permitted or required by law.

- Respond to a court or administrative order, subpoena, lawsuit, or other legal action as permitted or required by law.

### Substance use disorder patient records

To the extent that we maintain substance use disorder patient records subject to 42 CFR part 2, we will not use or share information in those records in civil, criminal, administrative, or legislative investigations or proceedings against you without (1) your written consent or (2) a court order and a subpoena. If fundraising communications would use Part 2 information, we will provide clear advance notice and a choice about whether to receive them.

### Additional protections

When Michigan or federal law provides greater privacy protection for particular information, we will follow that law.

## Our Responsibilities

- We are required by law to maintain the privacy and security of your protected health information.
- We will notify you promptly if a breach occurs that may have compromised the privacy or security of your information.
- We must follow the duties and privacy practices described in this notice and provide you with a copy upon request.
- We will not use or share your information other than as described here unless you authorize us in writing. You may revoke an authorization in writing at any time, except to the extent we have already acted in reliance on it.

## Changes to This Notice

We may change the terms of this notice. Changes will apply to all information we maintain about you. The current notice will be available upon request, in our office, and at ottawabeachdental.com/notice-of-privacy-practices.

## Questions

Contact Privacy Officer Laurie Ortiz at 616-399-9530 or write to Ottawa Beach Dental, 1180 Ottawa Beach Road, Suite E, Holland, MI 49424.