



HIPAA Notice of Privacy Practices

Effective Date: October 8, 2026

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PLEASE REVIEW CAREFULLY. This notice describes the legally permitted uses and disclosures of your health information, your access and privacy rights, PHO's legal duties, and how to ask questions or complain. PHO will make the notice available and provide paper copies upon request.

1. Our Legal Duties and Commitment to Privacy

Government requirements and PHO duties

The U.S. Department of Health and Human Services (HHS) administers HIPAA. The Privacy, Security, and Breach Notification Rules in 45 CFR parts 160 and 164 require applicable protection of health information, safeguards for electronic PHI, a notice of privacy practices, and breach notification. Florida section 456.057 separately protects applicable patient records. PHO will follow the current notice and applicable law; where a more protective rule applies, PHO will apply it. Signing a receipt does not eliminate these duties.

PHO will use administrative, physical, and technical safeguards appropriate to its operations; restrict access to authorized duties; and notify affected individuals after a breach of unsecured PHI when law requires. Required individual notification must be made without unreasonable delay and within the governing deadline, generally no later than 60 days after discovery under HIPAA, subject to lawful exceptions. PHO will also meet applicable agency reporting requirements. A technology limitation or patient signature does not excuse required action.

Information covered by this notice

PHI is individually identifiable information PHO maintains or transmits that relates to health, healthcare, or payment. It can include registration details, history, diagnoses, allergies, medications, results, clinical photographs, care notes, appointment information, bills, and patient messages. This notice applies to PHO's covered activities and workforce and to information held for PHO by applicable business associates. Independent laboratories and pharmacies can have their own notices and duties. PHO's obligation does not depend on whether a record is paper, electronic, or generated during telehealth.

2. Permitted Uses and Disclosures of Your PHI Without a Separate Written Authorization

Treatment

For your evaluation, treatment, or care coordination, PHO will use or disclose relevant information only to involved professionals, laboratories, pharmacies, specialists, or other providers as permitted by law. For example, relevant history and ordered tests can be sent to Quest Diagnostics or Labcorp, and a prescription to a pharmacy. Additional sensitive-record restrictions can require a separate consent even when a general treatment purpose exists. A treatment purpose does not authorize sending information to unrelated persons or public channels.

Payment

PHO is cash-pay only for its own healthcare services. To bill you, provide your receipts, address your account questions, or collect lawful charges, PHO will use only information permitted for those purposes. Outside laboratories or pharmacies can use insurance under their own agreements. Providing an insurance card for that purpose does not mean PHO accepts insurance. Disclosures must have a permitted basis and be limited appropriately; a payment processor must not be sent detailed clinical information merely because it processes a charge. Lawful health-plan restrictions requested for paid-in-full services must be honored as explained below.

Healthcare operations

Permitted operations can include quality review, training, credentialing, auditing, patient safety, compliance, records administration, and practice management. PHO will follow applicable minimum-necessary limits for uses and disclosures where required. HIPAA's minimum-necessary rule has exceptions, including disclosures for treatment, but those exceptions do not remove other confidentiality and security obligations. Operational convenience alone is not permission for unrestricted use.

Business associates and independent providers

When PHO engages organizations to maintain your records, support secure communication, provide technology, or perform legal, accounting, or other permitted services, PHO will apply the required privacy safeguards and agreements. Organizations acting as business associates must be bound by the required agreement and restrictions before applicable PHI is entrusted to them. Independent laboratories, pharmacies, or other treating providers are not automatically PHO business associates merely because they participate in care. PHO uses Elation Health for its clinical record; PHO will protect your records and apply required agreements and safeguards to organizations handling them. Applicable agreements, lawful purpose, safeguards, and role-based access determine permitted use.

3. Other Uses and Disclosures Permitted or Required by Law

Government reporting, public health, and oversight

PHO will disclose information when required by law, including applicable disease, injury, adverse-event, abuse, neglect, or exploitation reporting. Public-health disclosures can support prevention, product safety, recalls, or reporting to an authorized authority. Health-oversight agencies can obtain legally authorized information for inspection, licensure, investigation, audit, or discipline. The Florida Department of Health, applicable professional boards, AHCA where it has jurisdiction, and federal agencies have different roles; their authority must be confirmed for the particular request. PHO will meet applicable reporting duties and disclose only information within the lawful scope.

Threats, proceedings, and law enforcement

When PHO determines that disclosure to a person able to help is necessary to prevent or lessen a serious and imminent threat, PHO will disclose only information permitted by applicable law. Court orders, subpoenas, discovery requests, or law-enforcement requests are not blanket permission for every record. PHO will verify applicable authority, notice, protective-order, and sensitive-record conditions before responding. Part 2 records have additional restrictions on proceedings against the patient. PHO will not use an ordinary request to bypass those restrictions.

Other legally authorized circumstances

Applicable law can permit limited disclosures to coroners, medical examiners, funeral directors, organ-procurement organizations, workers' compensation programs, or authorized military, national-security, and correctional functions. Research disclosures require the applicable authorization or legally recognized waiver, review, or other exception, with required safeguards. PHO does not promise that every category occurs in its practice; these categories explain legal circumstances that can apply. When a legal requirement is more protective than HIPAA, PHO will observe it. No general government-function category overrides special protections without lawful authority.

4. Family Members, Caregivers, Authorized Representatives, and Emergency Contacts

Limited involvement and representative authority

HIPAA permits certain limited disclosures relevant to involvement in care or payment when the patient agrees, has an opportunity to object and does not, or professional judgment supports a permitted disclosure when the patient cannot express a preference. Florida confidentiality law and other applicable restrictions must also be satisfied. PHO uses a written authorization for routine disclosure to another person when required. Naming an emergency contact, paying a bill, being married, or assisting with transportation does not automatically confer access to the full medical record.

PHO will verify a personal representative's identity and legal authority and determine its scope. Guardianship, healthcare-surrogate authority, parental authority, and circumstances in which a minor controls information can differ. PHO will protect records where law limits a representative's access or permits withholding recognition due to abuse or endangerment concerns. You have the right to request clarification or a narrower authorization; an optional release is not a condition of ordinary treatment.

5. Uses and Disclosures That Require Your Written Authorization

Separate permission and revocation

Uses not described in this notice and not otherwise permitted by law require a written authorization. Most uses or disclosures of separately maintained psychotherapy notes, HIPAA-defined marketing, and sale of PHI require authorization, subject to applicable exceptions. Public testimonials, advertising photographs, before-and-after images, videos, or social-media use of identifiable patient information require the applicable separate authorization. A general treatment consent or optional SMS enrollment is not a substitute.

An authorization must identify the information, permitted discloser and recipient, purpose, expiration date or event, and required statements, and be signed and dated by the patient or authorized representative. PHO will provide a copy. You have the right to revoke in writing through the Privacy Officer, except to the extent action already occurred in reliance or another lawful exception applies. Treatment generally must not be conditioned on an unrelated disclosure authorization. Disclosed information can be redisclosed by a recipient not subject to HIPAA, although other law can continue to protect it.

Care reminders, promotions, and fundraising

PHO will send legally permitted care reminders and coordination messages using appropriate safeguards and your documented communication preferences. PHO Event & Community SMS Updates and recurring promotional enrollment are separate, optional decisions. Declining optional promotions does not affect otherwise available treatment. PHO does not obtain marketing permission merely from registration. If PHO uses PHI for legally permitted fundraising, PHO will provide the required opportunity to opt out of further fundraising communications and will not condition treatment or payment on that choice. PHO will honor opt-out requests under the applicable rules.

6. Substance Use Disorder Records and Sensitive Information

Federal Part 2 protections

Certain records identifying a patient as receiving substance use disorder services from a federally assisted Part 2 program are protected by 42 U.S.C. 290dd-2 and 42 CFR part 2. Not every mention of alcohol or substance use is automatically a Part 2 record. When PHO receives or maintains protected Part 2 records, PHO will observe the applicable consent and disclosure restrictions in addition to HIPAA. A general PHO intake signature does not automatically provide a valid Part 2 consent.

Where a patient gives valid consent for future treatment, payment, and healthcare operations, a HIPAA covered entity or business associate receiving records can redisclose under applicable HIPAA rules, subject to the Part 2 restrictions and other law. Protected records, and testimony conveying their contents, cannot be used or disclosed in civil, criminal, administrative, or legislative proceedings against the patient without the required separate written consent or qualifying court order. Court-order use remains subject to required notice and opportunity to be heard and any additional legal conditions. Ordinary treatment consent is not consent to use the records against the patient.

Florida and other sensitive-record rules

HIV-related information can have additional confidentiality requirements under section 381.004, Florida Statutes. Applicable DNA-analysis and genetic information is protected under section 760.40. Mental-health, psychotherapy, reproductive-health, minor-consented care, and other sensitive records can have additional protections under the law governing the record and service. PHO will determine which rule applies and obtain any needed separate permission; this notice does not create a new exception. You have the right to ask the Privacy Officer how a particular record will be handled or how to limit an optional authorization.

7. Your Rights Regarding Your Health Information

Inspect and obtain a copy

You have the right to request access to PHI in the designated record set, including relevant medical and billing records, and request a paper or available electronic format. Contact PHO to identify the records, format, and delivery method; PHO will verify your identity without imposing unreasonable barriers. HIPAA generally requires action within 30 calendar days after receipt; one additional 30-day extension is allowed only with a timely written explanation and completion date. A more protective applicable requirement must also be met. Certain records, such as psychotherapy notes, are excluded from this HIPAA access right; a denial must identify applicable reasons and review rights where required.

Permitted copy fees must be reasonable, cost-based, and limited by applicable law; charges must not include unauthorized search or retrieval costs. PHO will not withhold access because a care balance is unpaid. Florida section 456.057 requires timely furnishing of applicable records and forbids conditioning it on payment for services rendered. Ask about secure delivery and any allowed copying cost before requesting a particular method.

Request an amendment

If a record is inaccurate or incomplete, you have the right to request amendment and explain why. HIPAA generally requires action within 60 days, with one permitted additional 30-day extension supported by written notice. If PHO denies an amendment request, the denial will state the lawful reason, such as the record being accurate and complete or outside the relevant record set, and explain your applicable right to submit a statement of disagreement. An amendment request does not automatically erase an original entry; corrections and disagreements must be handled according to record-integrity requirements.

Accounting of disclosures

You have the right to request an accounting of covered disclosures for up to six years before the request. HIPAA excludes certain disclosures, including treatment, payment, and healthcare operations, from its ordinary accounting requirement; additional rules can apply to protected records. PHO will act within 60 days, with one permitted 30-day extension and written explanation. The first accounting in a 12-month period is free; a permitted fee for another accounting must be disclosed in advance with an opportunity to withdraw or narrow the request.

Restrictions and confidential communication

You have the right to ask for limits on use or disclosure for treatment, payment, operations, or involvement of others. PHO is not required to agree to every restriction, but must honor a qualifying request to withhold from a health plan information about a service paid in full out of pocket when disclosure is for payment or operations and is not required by law. Tell PHO before a disclosure is made so it can evaluate and document the request. Independent providers must receive their own restriction requests where needed.

You have the right to request reasonable confidential communication at another number, address, location, or method. PHO will accommodate reasonable requests as required and will explain any practical information you need to provide to implement them. You need not give an unnecessary explanation of why you seek privacy. You have the right to obtain a paper copy of this notice at any time, including after agreeing to electronic delivery.

Complaints and breach notification

You have the right to complain to PHO or HHS Office for Civil Rights if you believe your privacy rights were violated. You are entitled to required notification of a breach of unsecured PHI. PHO will not retaliate or require waiver of these rights as a condition of treatment. The contact and submission details appear in section 11.

8. Electronic Records, Patient Portal, Telehealth, and Communications

Safeguards and approved communication

PHO maintains clinical records in its authorized record environment and will protect electronic information with applicable safeguards. Telehealth care must be documented and protected under applicable requirements, including Florida section 456.47 and record-confidentiality law where relevant. Messages, uploaded forms, results, photographs, and signatures can become part of the record.

Standard text and email can expose information through shared devices, wrong addresses, lock-screen previews, or account compromise. PHO will discuss suitable methods, limit sensitive content appropriately, and honor reasonable confidential-communication requests. You will need to protect credentials, update contacts, and report suspected unauthorized access. That cooperation does not remove PHO's security duties. Ordinary communication consent is separate from marketing authorization. The portal, email, voicemail, and community messages are not emergency services. For an emergency call 911 or seek emergency care without waiting for PHO.

9. Website, Cookies, Marketing Tools, and Non-PHI Workflows

Public website and patient information

A public webpage is not the clinical record system. Whether browsing or submitted data is PHI depends on the data, context, recipient, and applicable law; PHO will not assume that all website information is outside privacy protections. Patient forms, identified appointment requests, or health submissions can involve protected or otherwise sensitive information. PHO will evaluate applicable legal restrictions before sharing data with analytics, advertising, or other third parties. A cookie banner or general website policy does not automatically supply valid HIPAA authorization.

Website and cookie policies describe relevant public-site practices, while this notice governs covered PHO health-information practices. You will need to submit detailed medical questions through the approved clinical patient channel. Do not use public event or community forms for these questions. Optional marketing must use separate consent and required authorization. PHO will apply the governing safeguards regardless of which technology collects the information.

10. Changes to This Notice

Current notice and effective date

If PHO revises this notice, PHO will follow applicable law. PHO reserves the right to apply a lawful revised notice to information already maintained and future information, subject to applicable legal restrictions. PHO will not make a prohibited use lawful simply by rewriting its notice. Material changes must be reflected in the revised notice with its effective date. The current version must be available at the clinic, on a website providing PHO service information as required, and to anyone requesting it. Ask staff for a paper or electronic copy. The effective date identifies the notice version provided to you.

11. Questions, Requests, and Complaints

PHO Privacy Officer

Contact Michael Gempel, Executive Director / PHO Privacy Officer, PHARM X UNIVERSAL, LLC d/b/a PHARMXHEALTHONE, 2828 South Seacrest Boulevard, Suite 216, Boynton Beach, Florida 33435. Telephone: 561-778-8121. Email: health@pharmxhealthone.com. Website: www.pharmxhealthone.com. You have the right to call, write, or ask staff how to submit a privacy request securely. Identify the requested action and a safe return-contact method; do not send unnecessary sensitive details through ordinary email. PHO will verify identity and representative authority appropriately and process the request within applicable requirements.

HHS Office for Civil Rights

You have the right to submit a HIPAA complaint to the U.S. Department of Health and Human Services Office for Civil Rights through www.hhs.gov/ocr/complaints or its complaint portal. The HHS assistance number is 1-800-368-1019; TDD is 1-800-537-7697. Complaints generally must be filed within 180 days of when you knew or should have known of the act; OCR can extend that period for good cause. PHO will not retaliate. You also have the right to contact the appropriate Florida professional or facility regulator for a matter within its jurisdiction. A PHO complaint process does not replace or postpone an external deadline.

Government references

HIPAA: 45 CFR 164.502, 164.506, 164.508, 164.512, 164.520, 164.522, 164.524, 164.526, 164.528, and applicable Security and Breach Notification provisions; Part 2: 42 CFR part 2; Florida Statutes: 456.057, 456.47, 381.004, and 760.40. Official guidance and current model notices: www.hhs.gov/hipaa. Official Florida statutes: www.flsenate.gov/Laws/Statutes. These references explain legal duties; they do not replace the governing text.



Acknowledgment of Receipt of HIPAA Notice of Privacy Practices

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Patient legal name: _____ Date of birth: _____

By signing, you acknowledge receipt of PHO's HIPAA Notice of Privacy Practices effective October 8, 2026. You have been given the opportunity to review it, ask questions, and request a paper copy. This signature acknowledges receipt; it does not waive privacy rights, authorize marketing, consent to every disclosure, or replace any separate authorization required by law.

You have the right to decline to sign this receipt acknowledgment. PHO will document its good-faith effort and the reason a signature was not obtained; refusal to sign a receipt acknowledgment alone is not a basis to deny otherwise appropriate care. You have the right to complain to PHO or HHS Office for Civil Rights without retaliation.

Patient / representative signature: _____	Date: _____ Time: _____
Printed name: _____	Representative relationship / authority: _____

When you sign electronically, PHO will record the signer, specific document, date, time, and any representative authority.

PHO documentation of notice delivery and acknowledgment

Notice offered/provided on (date/time):	Method: ☐ Paper ☐ Electronic ☐ Other:
Reason receipt signature not obtained:	Assistance or explanation offered:
Staff printed name and signature:	Date of documentation: