Notice of Privacy Practices

Your Information. Your Rights. Our Responsibilities.

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.

What Is Protected Health Information (PHI)?

Protected Health Information (PHI) is information that identifies you and relates to your past, present, or future physical or mental health, the health care you receive, or payment for that care. This includes information such as your name, address, date of birth, medical history, diagnoses, test results, medications, billing, and financial information you provide when applying for programs like sliding fee discounts. Under California law, information about your place of birth and current or prior immigration status is also protected medical information.

Some types of health information receive additional protection under California and federal law. These include information related to:

- Mental health services and psychotherapy notes
- Substance use disorder treatment
- HIV/AIDS testing and treatment
- Reproductive and sexual health services, including abortion and contraception
- Gender-affirming health care
- Genetic information
- Immigration status and place of birth

We follow these special laws when they provide greater privacy protections than HIPAA.

Substance Use Disorder (SUD) Records

Substance use disorder (SUD) treatment records are protected under 42 CFR Part 2 and are subject to additional federal confidentiality protections. Part 2 generally prohibits the use or disclosure of SUD treatment records without your written consent, except as permitted by law. With your single written consent, we may use and disclose your SUD treatment records for treatment, payment, and health care operations. Records shared under that consent may then be used and further disclosed as HIPAA allows, except that they may never be used against you in legal proceedings as described below.
SUD records disclosed with your consent may not be re-disclosed without your written consent unless permitted by 42 CFR Part 2 or as otherwise allowed by law. You may revoke your consent at any time in writing, except to the extent that action has already been taken in reliance on it. Your SUD treatment records, and testimony about what they contain, will not be used or disclosed in any civil, criminal, administrative, or legislative proceeding against you unless you give specific written consent or a court issues an order after notice and an opportunity to be heard, as required by 42 CFR Part 2. We will comply with the stricter requirements of 42 CFR Part 2 whenever they apply.
If we ever use your SUD treatment records for fundraising, you will first be given a clear and conspicuous opportunity to opt out of receiving fundraising communications, and we will honor your choice. You may file a complaint about a Part 2 violation with us or with the U.S. Department of Health and Human Services, Office for Civil Rights, as described under “File a complaint” below.

Reproductive Health Information and Gender-Affirming Care
California law gives extra protection to information about abortion, contraception, pregnancy, and gender-affirming care. We will not release this information in response to a subpoena, warrant, or other request from another state, its agencies, or law enforcement if the request is based on a law that punishes or interferes with a person's right to seek, obtain, or provide lawful reproductive or gender-affirming health care, unless California or federal law requires us to. We may ask for a written statement (attestation) about the purpose of a request before releasing this information. We also limit access to this information in our electronic health record as California law requires.

Genetic Information
Genetic information is protected under federal law, including the Genetic Information Nondiscrimination Act (GINA). Under California law, we will not disclose the results of your genetic tests without your written authorization, except as permitted by law.

HIV Test Results
California law requires your written authorization before we disclose the results of an HIV test, except for disclosures the law allows, such as to your health care providers for your treatment or required public health reporting.

Immigration Status Information
Under California law, information about your immigration status and place of birth is protected medical information. We do not share it for immigration enforcement purposes unless state or federal law requires us to. We do not allow immigration enforcement officers into non-public areas of our clinics, or give them access to patients or records, without a valid judicial warrant or court order, unless otherwise required by law.

Special Rights for Minors
We also comply with the California Confidentiality of Medical Information Act (CMIA) (Civil Code §§ 56 et seq.), which may provide additional privacy protections beyond HIPAA. Under California law, minors may consent to certain types of care, including reproductive health services, mental health services, and substance use disorder treatment. When a minor lawfully consents to their own care, information related to that care will not be disclosed to a parent or guardian without the minor's authorization, unless permitted or required by law. California Family Code and Health & Safety Code provisions may limit disclosure to parents.

We are required by law to protect your PHI and to use and disclose it only as allowed or required by law.

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 a copy of your health records

- You can ask to see or get a copy of your health records and other health information we have about you.

- You can ask for your records in electronic form, and you can ask us to send a copy directly to another person you choose.
- To make a request, contact our Medical Records team at: medicalrecords@edchc.org.
- We will provide a copy or a summary of your health records within the time required by law. Under California law, you may generally inspect your records within 5 working days and receive copies within 15 days of your request.
- We may charge a reasonable, cost-based fee. California law limits what we can charge for copies. Copies of records needed to support a claim or appeal for public benefits, such as Medi-Cal, Social Security disability, or veterans' benefits, are provided free of charge.

Ask us to correct your health records

- You can ask us to correct your health records if you think they are incorrect or incomplete.
- Make your request in writing to our Privacy Officer and tell us why the change is needed.
- We may say "no" to your request, but we will tell you why in writing. We will respond within 60 days. If we say "no," you may submit a written statement of disagreement, and we will add it to your records. Under California law, you may also add a written addendum of up to 250 words for any item you believe is incomplete or incorrect.

Request confidential communications

- You can ask us to contact you in a specific way (for example, at home or work) or to send mail to a different address.
- We will say "yes" to all reasonable requests, and we will not ask you why you are making the request.

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 health care operations.
- We are not required to agree to your request, and we may say "no" if it would affect your care.

Pay out of pocket

- If you pay for a service in full out of pocket, you can ask us not to share information about that service with your health plan, including Medi-Cal.
- We will say "yes" unless a law requires us to share that information.

Get a list of disclosures

- You can ask for a list of certain disclosures we have made in the six years prior to your request.
- The list will not include disclosures for treatment, payment, health care operations, or certain other disclosures.
- One list per year is free; we may charge a reasonable fee for additional requests.

Get a copy of this notice

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

Choose someone to act for you

- If you have given someone medical power of attorney or if someone is your legal guardian, that person can exercise your rights and make choices about your health information.
- We will make sure the person has this authority before we act.

File a complaint

- You can complain if you feel we have violated your rights.
- You can file a complaint with us:
    - **EDCHC Privacy Officer**
      4212 Missouri Flat Rd
      Placerville, CA 95667
      Phone: 530-621-7700
      Email: privacyofficer@edchc.org
      or with:
    - **U.S. Department of Health and Human Services**
      Office for Civil Rights
      200 Independence Ave. SW
      Washington, DC 20201
      Phone: 1-877-696-6775
      https://www.hhs.gov/hipaa/filing-a-complaint/index.html
- 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. If you have a clear preference, tell us what you want us to do and we will follow your instructions.

In these cases, you have the right and choice to tell us to:

- Share information with your family, close friends, or others involved in your care or payment for your care
- Share information in a disaster relief situation
- Contact you for fundraising efforts. We may contact you for fundraising, but you can tell us not to contact you again.

If you are not able to tell us your preference, we may share your information if we believe it is in your best interest or to reduce a serious and imminent threat to health or safety.
In these cases, we never share your information unless you give us written permission:

- Marketing purposes
- Sale of your information
- Psychotherapy notes

Our Use and Disclosure

How do we typically use or share your health information?

Help manage the health care treatment you receive

- We can use your health information and share it with professionals who are treating you. For example, a doctor treating you for an injury may ask another doctor about your overall health condition.

Run our organization

- We can use and disclose your information to operate our clinics and improve services. For example, we use health information about you to manage your treatment and services, review the quality of care, and train our staff.

Pay for your health services

- We can use and disclose your health information to bill and receive payment from health plans, including Medi-Cal and Medicare. For example, we give information about you to your health plan so it will pay for your services.

Care coordination and case management

- We may share your information to coordinate care, conduct outreach, support enrollment, and assist with case management.

Health Information Exchanges

- We may share your health information with other doctors, clinics, and health care organizations to help coordinate your care. This may include local or regional health information networks, participation in California's state-required health data exchange framework, and national networks called Qualified Health Information Networks (QHINs). California law requires us to share health information with other participants in the California Data Exchange Framework (DxF) for purposes such as treatment, payment, and health care operations, as HIPAA and California law permit. This sharing still follows the extra protections described in this notice for sensitive information, such as substance use disorder records, and the laws that require your consent for certain disclosures. However, when allowed by state or federal law, you may have the right to opt out of certain other health information exchanges or specific types of data sharing. Please ask us for more information about your rights and available options.

Use of technology

- We may use secure technology to help provide and coordinate your care and to manage your health information. This includes tools such as artificial intelligence (AI) software that helps providers document care (if a tool records your conversation with your provider, we will ask for your permission first, and you may say no without affecting your care), electronic health records (EHRs) to store and organize your health information, secure messaging and texting to communicate with patients about appointments or health updates, and other secure health IT systems used for care coordination, billing, or reporting. AI tools do not make medical

decisions on their own; providers always review and approve the information. We do not use artificial intelligence or automated systems to make independent medical, eligibility, or coverage decisions about you without human review. All clinical decisions are made by licensed healthcare professionals. We require the technology we use, and the vendors who provide it, to protect your information as required by HIPAA, the CMIA, 42 CFR Part 2, and other state and federal privacy laws. If we use generative AI to help write a message to you about your clinical information, the message will say so and tell you how to reach a member of your care team, unless a licensed provider has reviewed it first.

How else can we use or share your health information?

We are allowed or required to share your information in other ways that contribute to public good, such as:

- Public health and safety activities, such as 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
- Research, when approved by an institutional review board or privacy board, or with your permission
- Compliance with the law, including sharing information with the U.S. Department of Health and Human Services if it wants to see that we are complying with federal privacy law
- Health oversight activities, such as audits, inspections, and licensing by agencies including the Health Resources and Services Administration (HRSA), the California Department of Public Health, and the California Department of Health Care Services (DHCS)
- Organ and tissue donation
- Working with a medical examiner, coroner, or funeral director when a person dies
- Workers' compensation, law enforcement, and government requests: for workers' compensation claims, for law enforcement purposes or with a law enforcement official as the law allows, and for special government functions such as military, national security, and presidential protective services
- Lawsuits and legal actions, such as in response to a court or administrative order, or to a subpoena as the law allows
- Sharing information with business associates (contractors who perform services for us, such as billing or IT support), who are required to protect it

Our Responsibilities

- We are required by law to maintain the privacy and security of your protected health information.
- We will notify you as required by federal and California law if a breach of your unsecured protected health information occurs, including under California Health and Safety Code § 1280.15 and Civil Code § 1798.82.
- We require our workforce members and business associates to protect your information.

- We must follow the duties and privacy practices described in this notice and make a copy of it available to you.
- 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. Your change will not affect uses or disclosures we already made in reliance on your permission.

Changes to This Notice

We can change the terms of this notice, and the changes will apply to all information we have about you. The new notice will be available upon request, posted in our clinics, and available on our website at www.edchc.org

Effective Date: 10/26/2026

More Information

You may request a copy of this Notice of Privacy Practices in other languages or in alternative formats, such as large print or Braille. Interpretation services are available at no cost to you. Please contact El Dorado Community Health Centers for assistance. Call 530-621-7700.
Free language assistance services are available in the 15 languages most commonly spoken by people with limited English proficiency in California. Call 530-621-7700.

To learn more about your rights and the laws that protect your health information, visit:
www.hhs.gov/hipaa/for-individuals
www.dhcs.ca.gov

Notice of Privacy Practices of El Dorado Community Health Centers Substance Use Disorder Treatment Program

This notice describes:

- **HOW HEALTH INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED**
- **YOUR RIGHTS WITH RESPECT TO YOUR HEALTH INFORMATION**
- **HOW TO FILE A COMPLAINT CONCERNING A VIOLATION OF THE PRIVACY OR SECURITY OF YOUR HEALTH INFORMATION, OR OF YOUR RIGHTS CONCERNING YOUR INFORMATION**

YOU HAVE A RIGHT TO A COPY OF THIS NOTICE (IN PAPER OR ELECTRONIC FORM) AND TO DISCUSS IT WITH THE EDCHC PRIVACY OFFICER AT 530-621-7700 OR PRIVACYOFFICER@EDCHC.ORG IF YOU HAVE ANY QUESTIONS.

This notice applies to substance use disorder (SUD) treatment records, including records of medication for addiction treatment (MAT), that our SUD treatment program creates or receives. Federal law (42 U.S.C. § 290dd-2 and 42 CFR Part 2) protects the confidentiality of these records. This notice adds to our general Notice of Privacy Practices above. When California law gives you more protection, we follow California law.

How we may use and disclose your SUD records without your written consent

Federal law (42 CFR Part 2) and California law (Health and Safety Code § 11845.5) allow us to use or disclose your SUD records without your written consent only in the limited situations below. When California law is stricter than federal law, we follow California law.

- Communications within our program: Qualified professionals employed by our program who need the information to provide your SUD care may share it with each other.
- Qualified service organizations: We may share information with contractors that provide services to our program, such as laboratory, billing, or IT services, under a written agreement that requires them to protect it and not to redisclose it except as 42 CFR Part 2 allows.
- Medical emergencies: We may disclose information to qualified medical personnel as needed to treat a real medical emergency when your written consent cannot be obtained.
- Suspected child abuse or neglect: We may make the initial report of suspected child abuse or neglect that California law requires (Penal Code § 11166). Federal law does not allow us to use your SUD records to support a later criminal case against you without a court order.
- Crimes on our premises or against our staff: If a patient commits, or threatens to commit, a crime at our program or against our staff, we may report it to law enforcement to the extent both federal and California law allow. We will share only the circumstances of the incident and the patient's name, address, last known whereabouts, and status as a patient.

- Research: We may disclose information to qualified personnel for research that meets federal requirements, such as approval by an institutional review board or privacy board. Under California law, research reports will not identify you, directly or indirectly.
- Audits and evaluations: We may disclose information to qualified personnel of government agencies, health plans, and other organizations that fund, regulate, accredit, or oversee our program, such as the California Department of Health Care Services (DHCS), so they can conduct management, financial, or compliance audits or program evaluations. Under California law, their reports will not identify you, directly or indirectly.
- Public health: We may disclose information to public health authorities if it has been de-identified so that it does not identify you.
- Deaths: We may report information about a patient's death to vital statistics authorities as required by law.
- Court orders: We may disclose information when a court issues an order that meets the requirements of 42 CFR Part 2 and California law, which requires an application showing probable cause, as described under "Legal proceedings" below.

Uses and disclosures that require your written consent

All other uses and disclosures of your SUD records require your written consent. For example, we need your written consent to share your SUD records with a family member, your employer, a court or probation officer, or a health care provider outside our program.

You may sign a single consent for all future uses and disclosures of your SUD records for treatment, payment, and health care operations. When we disclose your records under that consent to a HIPAA covered entity or business associate, the recipient may further disclose them without your written consent to the extent HIPAA permits.

We will make only the uses and disclosures described in this notice unless you give us written consent. You may revoke your consent in writing at any time, except to the extent we have already acted on it.

Legal proceedings

Your SUD records, and testimony about what they contain, will not be used or disclosed in any civil, administrative, criminal, or legislative proceeding against you unless you give specific written consent or a court issues an order that meets the requirements of 42 CFR Part 2. Records may be used or disclosed under a court order only after you, or the holder of the records, receive notice and an opportunity to be heard. A court order authorizing use or disclosure must be accompanied by a subpoena or similar legal mandate that compels the disclosure before the records are used or disclosed.

Fundraising

If we use or disclose your SUD records for fundraising, we will first give you a clear and conspicuous opportunity to choose not to receive fundraising communications. You may opt out at any time by contacting our Privacy Officer.

Your rights regarding your SUD records

To use any of these rights, contact our Privacy Officer at 530-621-7700 or privacyofficer@edchc.org.

- Ask us to limit uses and disclosures: You can ask us to restrict uses and disclosures of your SUD records for treatment, payment, and health care operations, including disclosures you have already consented to. We are not required to agree, except as described in the next item.
- Limit what we share with your health plan: If you, or someone other than your health plan, pays in full for a service, you can ask us not to disclose information about that service to your health plan for payment or health care operations. We will agree unless a law requires the disclosure.
- Get a list of disclosures: You can ask for a list (accounting) of disclosures of your SUD records. The list will not include disclosures for treatment, payment, health care operations, or certain other disclosures.
- Get a list of disclosures by an intermediary: If you signed a consent that lets us disclose your records to an intermediary, such as a health information exchange, you can ask for a list of the people and organizations that received your records through that intermediary during the 3 years before your request.
- Get a copy of this notice: You can ask for a paper or electronic copy of this notice at any time, even if you agreed to receive it electronically.
- Discuss this notice: You can discuss this notice with our Privacy Officer.
- Opt out of fundraising: You can choose not to receive fundraising communications.

Your other rights, such as the right to see and get a copy of your records and to ask us to correct them, are described in our general Notice of Privacy Practices above.

Our duties

- We are required by law to maintain the privacy of your SUD records, to give you this notice of our legal duties and privacy practices, and to notify you if there is a breach of your unsecured SUD records.
- We must follow the terms of this notice that are currently in effect.
- We reserve the right to change this notice and to make the new terms apply to all SUD records we have, including records we created or received before the change. If we change this notice, we will post the new notice in our clinics and on our website at www.edchc.org, and copies will be available on request.

Complaints

If you believe your privacy rights have been violated, you may file a complaint with us or with the Secretary of the U.S. Department of Health and Human Services.

- To complain to us, contact the EDCHC Privacy Officer, 4212 Missouri Flat Rd, Placerville, CA 95667; phone 530-621-7700; email akelley@edchc.org.
- To complain to HHS, contact the Office for Civil Rights, 200 Independence Ave. SW, Washington, DC 20201; phone 1-877-696-6775; or visit www.hhs.gov/ocr/complaints.

We will not retaliate against you for filing a complaint.

Questions

For more information about this notice, contact the EDCHC Privacy Officer at 530-621-7700 or privacyofficer@edchc.org.

Effective Date: 10/26/2026