

Patient Privacy Policy & HIPAA Notice of Privacy Practices

Adopted on: 7/1/2025

Approved by: Dr. Jennifer L. Jozwiak

Policy: At Chiropractic First, we are committed to safeguarding your protected health information (PHI) and personal contact information. This policy outlines how we collect, use, disclose, and protect your personal data, including your **phone number, email address, and health information**, in accordance with the **Health Insurance Portability and Accountability Act (HIPAA)**.

1. Your Rights Under HIPAA

- You have the right to:
- Request a copy of your health records
- Request corrections to your medical information
- Request restrictions on certain uses or disclosures
- Receive a list of disclosures made
- Choose how you receive medical communications
- File a complaint if you believe your rights have been violated

2. Use and Disclosure of Health Information

Treatment

We may use your health information to provide you with chiropractic and related health services. This includes the coordination and management of your care by our doctors, massage therapists, or any healthcare professional involved in your treatment.

All staff at Chiropractic First are required to sign a confidentiality agreement.

Disclosure

We may disclose your health information to:

- Other healthcare providers involved in your care (e.g., massage therapists, referring physicians)
 - Individuals you designate to be involved in your care
- We will always use professional judgment to disclose only the minimum necessary information.

Payment

We may use or disclose your health information to obtain payment for the services we provide. This includes:

- Office billing staff
- Insurance companies
- Third-party billing or collection services
- Statement printing and mailing services

Emergencies

If you are incapacitated or in an emergency situation, we may use or disclose your health information to notify a family member or someone responsible for your care. We will do so using our best professional judgment.

As Required by Law

We may use or disclose your health information when required to do so by federal, state, or local law, including:

- Court orders or administrative proceedings
- Subpoenas or discovery requests

3. Use of Phone Numbers & Email Addresses

- We collect your phone number(s) and email address(es) for the purpose of:
- Appointment reminders and confirmations
- Schedule updates or emergency closures
- Health-related updates or educational information
- Account notifications or billing communications
- Limited promotional messages with your prior consent

4. SMS Communication

If you consent to receive SMS messages from Chiropractic First:

- You agree to receive appointment reminders, schedule changes, and limited promotional content
- Msg & Data rates may apply; message frequency may vary
- You may reply **STOP** to unsubscribe or **HELP** for assistance
- We do not share your SMS opt-in data or consent status with third parties for marketing purposes

5. How We Protect Your Information

We take reasonable and appropriate measures to protect the confidentiality, integrity, and security of your personal and health information. This includes:

- HIPAA-compliant systems
- Password-protected access to digital records
- Staff training in privacy and security
- Policies limiting access to PHI

6. Third-Party Sharing

We do **not sell or rent** your personal information to third parties. We only share your contact or health information with:

- Trusted vendors who help us provide essential communication or care services
 - Entities as required by law
- All third parties are required to follow strict privacy and confidentiality agreements.

7. Changes to This Policy

We reserve the right to update this Privacy Policy at any time. Changes will be posted in our office and on our website.

8. Contact & Complaints

If you have questions about this policy, or believe your privacy rights have been violated, you may contact:

Privacy Officer – Chiropractic First

907-463-3051

10301 Glacier Hwy Ste 120, Juneau, AK 99801