

NOTICE OF PRIVACY PRACTICES

Affordable Healthcare Billing & Management Services, Inc. dba CCtheChiro

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.

Effective Date: October 6, 2026

This Notice applies to protected health information (PHI) and medical information maintained by CCtheChiro. It explains your privacy rights, our legal duties, and how we may use or disclose your information.

Privacy Contact Privacy Officer, CCtheChiro Phone: 818-543-1544 Fax: 818-543-1548	Office / Mailing 1039 17th Street, Bakersfield, CA 93301 P.O. Box 1499, Bakersfield, CA 93302
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Your Rights

- See or obtain a paper or electronic copy of your health record.
- Ask us to correct information you believe is incorrect or incomplete.
- Request confidential communications and reasonable alternative ways or locations for us to contact you.
- Ask us to limit certain uses or disclosures of your information.
- Receive an accounting of certain disclosures of your information.
- Receive a paper copy of this Notice at any time.
- Have an authorized personal representative exercise your rights when permitted by law.
- File a privacy complaint without retaliation.

Your Choices

In certain situations, you may tell us your preferences about sharing information, including sharing with family, friends, or others involved in your care or payment for your care. If you are unable to tell us your preference, we may share information when permitted by law and when we reasonably believe it is in your best interest or necessary to lessen a serious and imminent threat.

Written authorization is generally required for uses or disclosures for marketing, the sale of PHI, and most uses or disclosures of psychotherapy notes, when those rules apply. You may revoke an authorization in writing, except to the extent we already acted in reliance on it.

How We Typically Use and Share Your Information

Treatment. We may use and share information to evaluate, treat, and coordinate your care with other health professionals, such as your primary care physician, specialists, imaging facilities, or other treating providers.

Payment. We may use and share information to bill and obtain payment from health plans, insurers, workers' compensation payers, attorneys or other responsible payers as permitted by law.

Health Care Operations. We may use and share information to operate the practice, manage services, conduct quality and compliance activities, train staff, perform audits, schedule appointments, and contact you when necessary.

Other Uses and Disclosures Permitted or Required by Law

We may use or disclose health information without your written authorization when federal or California law permits or requires it. Depending on the circumstances, this may include:

- Public health and safety activities, such as disease reporting, product recalls, adverse-event reporting, or preventing or reducing a serious threat to health or safety.
- Reporting suspected abuse, neglect, or domestic violence when authorized or required by law.
- Health oversight activities authorized by law, including audits, investigations, inspections, and licensing or disciplinary activities.
- Workers' compensation and similar programs as authorized by law.
- Certain law-enforcement or government requests, but only to the extent permitted or required by applicable law.
- Judicial or administrative proceedings, court orders, subpoenas, or other legal process, subject to applicable federal and California restrictions.
- Coroners, medical examiners, funeral directors, and organ or tissue donation organizations when applicable.
- Research when the requirements of applicable law are satisfied.
- Other disclosures required by federal or California law, including disclosures to the U.S. Department of Health and Human Services for HIPAA compliance review.

Special Protection for Substance Use Disorder Records

If we receive or maintain records that are protected by 42 CFR Part 2 (federal substance use disorder confidentiality rules), those records receive additional protection. We will not use or disclose Part 2 records in civil, criminal, administrative, or legislative investigations or proceedings against you unless the disclosure is permitted by law, including when supported by your written consent or by the court order and subpoena required by law.

If Part 2 information were ever used for fundraising communications, you would receive the advance notice and choice required by law.

California Privacy Protections

California law may provide privacy protections that are more protective than HIPAA. When a California law gives you greater protection, we will follow the more protective requirement. This may apply to certain sensitive medical information, including information related to mental or behavioral health, HIV/AIDS, substance use disorder treatment, reproductive or sexual health, and other categories protected by law.

California law also provides additional protection for certain information connected with immigration status and may restrict disclosures in response to some immigration-enforcement requests or out-of-state legal demands. We will disclose such information only as permitted or required by applicable law.

Your Detailed Rights

Access and Copies. You may ask to inspect or obtain a paper or electronic copy of your medical record and other health information we maintain about you. In California, an eligible patient or personal representative generally may inspect records during business hours within five working days after a qualifying request and may receive requested copies within 15 days after a qualifying request, subject to lawful exceptions and permitted fees. If records are maintained electronically and the requested electronic format is readily producible, we will provide them in that form or another agreed electronic format.

Amendment. You may ask us to amend health information that you believe is incorrect or incomplete. We may deny the request in circumstances permitted by law, but we will provide a written explanation and information about your rights.

Confidential Communications. You may ask us to contact you in a specific way or at a different address or location. We will accommodate reasonable requests as required by law.

Restrictions. You may ask us not to use or disclose certain information for treatment, payment, or health care operations. We are not required to agree to every request. However, if you pay for an item or service out of pocket in full and ask us not to disclose that information to your health plan for payment or health care operations, we will honor that request unless disclosure is required by law.

Accounting of Disclosures. You may request a list of certain disclosures of your health information made during the period allowed by law. The accounting will not include every type of disclosure, including many disclosures for treatment, payment, or health care operations.

Personal Representative. If a person has legal authority to act for you, such as a legally authorized representative, that person may exercise privacy rights on your behalf to the extent permitted by law. We may verify the person's authority before acting.

Paper Copy. You may request a paper copy of this Notice at any time, even if you agreed to receive it electronically.

Our Responsibilities

- We are required by law to maintain the privacy and security of your protected health information and medical information.
- We must provide you with this Notice of our legal duties and privacy practices and follow the Notice currently in effect.
- We will notify you as required by law if a breach occurs that may have compromised the privacy or security of your information.
- We will not use or disclose your information other than as described in this Notice unless you authorize us in writing or another law permits or requires the use or disclosure.
- We may use business associates or service providers to perform functions for the practice. When required, we use written agreements that obligate those parties to safeguard PHI.

Complaints

If you believe your privacy rights have been violated, you may contact the CCtheChiro Privacy Officer using the contact information below. You will not be retaliated against for filing a complaint.

CCtheChiro Privacy Officer
1039 17th Street
Bakersfield, CA 93301
Phone: 818-543-1544
Fax: 818-543-1548

U.S. Department of Health and Human Services
Office for Civil Rights
200 Independence Avenue, S.W.
Washington, D.C. 20201
Phone: 1-877-696-6775

Changes to This Notice

We reserve the right to change the terms of this Notice and to make the revised Notice effective for all protected health information we maintain, including information created or received before the revision. When we make a material change, the revised Notice will be available upon request, at our office, and through any website or electronic location where we are required to post it.

A copy of this Notice is available to any person who asks for it. We make the Notice available at our physical service location and, when applicable, on our website. You may request a paper copy at any time.