



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.

Heavenly Stems Acupuncture

Melissa Margolis, LAc, MSTCM

2241 Central Ave H, Alameda, CA 94501

(415) 570-1084

heavenlystems.com

How this applies in our acupuncture practice

- Your record may include health history, acupuncture assessment notes, treatment plans, herbal recommendations, superbills, insurance information, and communication preferences.
- We use this information to provide care, coordinate your treatment, handle billing, and keep the practice running.
- You can ask questions about privacy, records, or communication preferences at any time.

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 record	• You can ask to see or get an electronic or paper copy of your medical 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 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 communication	• You can ask us to contact you in a specific way, such as by phone, email, text, or mail, or to send mail to a different address. • We will say yes 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 practice operations. • We are not required to agree to your request, and we may say no if it would affect your care. • If you pay for a service out of pocket in full, you can ask us not to share that information with your health insurer for payment or operations purposes, unless a law requires us to share it.

Get a list of disclosures

- You can ask for a list of the times we have shared your health information for six years prior to the date you ask, who we shared it with, and why.
- We will include disclosures except for treatment, payment, health care operations, and certain other disclosures.

Get this notice

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

Your Rights continued

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 take action.

File a complaint

- You can complain if you feel we have violated your rights by contacting Heavenly Stems Acupuncture using the information on this notice.
- You can also file a complaint with the U.S. Department of Health and Human Services Office for Civil Rights at 200 Independence Avenue S.W., Washington, D.C. 20201, by calling 1-877-696-6775, or by visiting www.hhs.gov/ocr/privacy/hipaa/complaints/.
- 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, talk with us and we will follow your instructions when the law allows.

You have the right and choice to tell us to:

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

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

We never share unless you give written permission:

- Marketing purposes.
- Sale of your information.

Our Uses and Disclosures

How do we typically use or share your health information? We typically use or share your health information in the following ways.

Treat you	We can use your health information and share it with other professionals who are treating you. Example: We may use your health history, pulse and tongue findings, acupuncture treatment notes, or herbal recommendations to plan care, or share relevant information with another provider involved in your care at your request or when appropriate.
Run our practice	We can use and share your health information to run Heavenly Stems Acupuncture, improve your care, and contact you when necessary. Example: We use information about your appointments, accommodations, treatment preferences, or follow-up needs to manage your care and practice operations.
Bill for services	We can use and share your health information to bill and get payment from health plans or other entities. Example: We may provide diagnosis and procedure information to your health insurance plan, or create a superbill or receipt for you.

Other ways we may use or share information

We are allowed or required to share your information in other ways, usually in ways that contribute to the public good, such as public health and research. We must meet many conditions in the law before we can share your information for these purposes.

Public health and safety	• Preventing disease. • Helping with product recalls. • Reporting adverse reactions to medications. • Reporting suspected abuse, neglect, or domestic violence. • Preventing or reducing a serious threat to anyone's health or safety.
Research	We can use or share your information for health research when the law allows.
Comply with the law	We will share information about you if state or federal laws require it, including with the Department of Health and Human Services if it wants to see that we are complying with federal privacy law.

Other Uses and Disclosures continued

Organ and tissue donation	We can share health information about you with organ procurement organizations.
Medical examiner or funeral director	We can share health information with a coroner, medical examiner, or funeral director when an individual dies.
Workers' compensation, law enforcement, and government requests	• For workers' compensation claims. • For law enforcement purposes or with a law enforcement official. • With health oversight agencies for activities authorized by law. • For special government functions such as military, national security, and presidential protective services.

Lawsuits and legal actions We can share health information about you in response to a court or administrative order, or in response to a subpoena.

Our Responsibilities

- We are required by law to maintain the privacy and security of your protected health information.
- We will let you know 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 give you a copy of it.
- 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 if you change your mind.

For more information, visit www.hhs.gov/ocr/privacy/hipaa/understanding/consumers/noticepp.html.

Changes to the Terms of 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, in our office, and on our website.

This Notice of Privacy Practices applies to Heavenly Stems Acupuncture.

Questions or requests?
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