

NOTICE OF PRIVACY PRACTICES

Effective Date: February 2026

Dr. Don Flowers, DDS

This Notice describes how your health information may be used and disclosed, and how you can access this information. Please review it carefully.

OUR COMMITMENT TO YOUR PRIVACY

Your privacy is important to us. We create and maintain records of your dental care to provide quality treatment and comply with legal requirements. We are required by law to maintain the privacy of your protected health information (PHI), provide you with this Notice of our legal duties and privacy practices, notify you if a breach occurs that may compromise the privacy of your information, and follow the terms of this Notice.

HOW WE MAY USE AND DISCLOSE YOUR HEALTH INFORMATION

Treatment:

We may use or disclose your health information to provide, coordinate, or manage your dental care. This may include communication with other health care providers involved in your treatment.

Payment:

We may use or disclose your information to obtain payment for services, including billing, claims management, and insurance verification.

Health Care Operations:

We may use or disclose your information for practice management activities such as quality assessment, staff training, accreditation, and compliance reviews.

Appointment Reminders and Communications:

We may contact you by phone, text, email, or mail regarding appointments, treatment options, or follow-up care.

USES AND DISCLOSURES PERMITTED OR REQUIRED BY LAW

We may disclose your information without your authorization when required by law, including public health reporting, abuse or neglect reporting, health oversight activities, legal proceedings, law enforcement requests, workers' compensation, and to prevent a serious threat to health or safety.

SPECIAL CONFIDENTIALITY PROTECTIONS: **SUBSTANCE USE DISORDER RECORDS (42 CFR PART 2)**

Federal law provides additional protections for records related to substance use disorder (SUD) diagnosis, treatment, or referral. If our practice receives SUD-related information as part of your medical history or care coordination:

- We will not use or disclose this information without your written consent unless a specific federal exception applies.
- These records receive heightened confidentiality protections beyond standard HIPAA rules.
- You have the right to request restrictions and understand how these records are used.
- Violations of these rules may result in federal penalties.

These protections apply in addition to all other HIPAA requirements.

YOUR RIGHTS REGARDING YOUR HEALTH INFORMATION

Access Your Records:

You may request to inspect or obtain a copy of your dental records.

Request Corrections:

You may ask us to correct information you believe is inaccurate or incomplete.

Request Restrictions:

You may ask us to limit how your information is used or disclosed. While we are not required to agree, we will consider all requests.

Confidential Communications:

You may request that we contact you in a specific way, such as at a different phone number or address.

Accounting of Disclosures:

You may request a list of certain disclosures we have made of your health information.

Receive a Copy of This Notice:

You may request a paper or electronic copy of this Notice at any time.

File a Complaint:

If you believe your privacy rights have been violated, you may file a complaint with our office or with

the U.S. Department of Health and Human Services. We will not retaliate against you for filing a complaint.

HOW WE PROTECT YOUR INFORMATION

We use administrative, technical, and physical safeguards to protect your information, including secure electronic systems, limited access to patient records, staff training on privacy and confidentiality, and Business Associate Agreements with trusted partners who support our operations.

WEBSITE AND ELECTRONIC COMMUNICATION PRIVACY

If you use our website, online forms, or electronic communication tools, information submitted electronically is protected using secure systems. We do not sell or share website-collected information for marketing. Some website tools may use cookies or analytics; these do not access your medical records.

CHANGES TO THIS NOTICE

We may update this Notice at any time. The revised Notice will be posted on our website.

CONTACT INFORMATION

Privacy Contact:

Dr. Don Flowers, DDS
108 Commercial Ave
Springfield, KY 40069
Phone: (859) 336-7701
Email: info@drdonflowers.com

Don K. Flowers Jr.
D.M.D., P.S.C.
Family Dentistry and Orthodontics

