

## **Privacy Policy**

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: [7.31.2023] [Revised 2.7.2025]**

At Open Minded Health Care, LLC (The “Practice”), we value your privacy and are committed to protecting the personal information that you share with us. We are required by federal law to maintain the privacy of Protected Health Information (“PHI”), which is information that identifies or could be used to identify you. The Practice is required to provide you with this Notice of Privacy Practices (this “Notice”), which explains the Practice's legal duties and privacy practices and your rights regarding PHI that we collect and maintain. It explains how we collect, use, disclose, and safeguard your information when you visit our website [www.openmindedhc.com](http://www.openmindedhc.com) and use our services. Please read this Privacy Policy carefully to understand our views and practices regarding your personal data.

### **1. Information We Collect**

We collect various types of information to provide and improve our Services. The types of information we may collect include:

#### **Personal Information**

When you interact with our Site or use our Services, we may collect personal information, including but not limited to:

- Name
- Email address
- Phone number
- Billing information (e.g., credit card details)
- Home address
- Other contact or profile information you provide

#### **Usage Data**

We may also collect data about how you access and use our Services, such as:

- IP address
- Browser type and version
- Pages visited on the Site
- Time spent on those pages
- Referring URLs
- Device information

### **Cookies and Tracking Technologies**

We may use cookies, web beacons, and other tracking technologies to enhance your experience on our Site and track usage patterns. You can adjust your browser settings to refuse cookies, but please note that some features may not function properly if cookies are disabled.

## **2. How We Use Your Information**

We may use the information we collect in the following ways:

- To provide, maintain, and improve our services
- To run the health care operations, improve your care, and contact you (Example: The Practice uses PHI to send you appointment reminders if you choose)
- To process billing transactions and deliver the services you request
- To communicate with you, including sending emails or SMS messages
- To personalize your experience on our site
- To monitor and analyze usage patterns and trends
- To comply with legal obligations or resolve disputes
- **Uses and Disclosures of PHI That May Be Made Without Your Authorization or Opportunity to Object:**

The Practice may use or disclose PHI without your authorization or an opportunity for you to object, to help with public health and safety issues:

- **Public health:** To prevent the spread of disease, assist in product recalls, and report adverse reactions to medication.
- **Required by the Secretary of Health and Human Services:** We may be required to disclose your PHI to the Secretary of Health and Human Services to investigate or determine our compliance with the requirements of the final rule on Standards for

Privacy of Individually Identifiable Health Information.

- Health oversight: For audits, investigations, and inspections by government agencies that oversee the health care system, government benefit programs, other government regulatory programs, and civil rights laws.
- Serious threat to health or safety: To prevent a serious and imminent threat.
- Abuse or Neglect: To report abuse, neglect, or domestic violence.
- **To comply with law, law enforcement, or other government requests:**
  - Required by law: If required by federal, state or local law.
  - Judicial and administrative proceedings: To respond to a court order, subpoena, or discovery request.
  - Law enforcement: For law locate and identify you or disclose information about a victim of a crime.
  - Specialized Government Functions: For military or national security concerns, including intelligence, protective services for heads of state, or your security clearance.
  - National security and intelligence activities: For intelligence, counterintelligence, protection of the President, other authorized persons or foreign heads of state, for purpose of determining your own security clearance and other national security activities authorized by law.
  - Workers' Compensation: To comply with workers' compensation laws or support claims.

**To receive a copy of this Notice:**

- You can ask for a paper copy of this Notice, even if you agree to receive the Notice electronically.

**To 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.

**3. How We Share Your Information**

We do not sell, rent, or trade your personal information to third parties. Mobile Opt-in, SMS consent and Phone numbers collected for SMS communication purposes will not be shared with third parties and affiliates for marketing purposes. We may only share your information in the following circumstances:

- **Service Providers:** We may share your information with trusted third-party vendors who assist us in operating our business, such as payment processors, email

services, and customer support platforms (electronic medical record platforms). These service providers are obligated to protect your information and use it only as necessary to perform their functions.

- **Legal Compliance:** We may disclose your information to comply with applicable laws, regulations, or legal processes (e.g., court orders or subpoenas).
- **Business Transfers:** In the event of a merger, acquisition, or sale of assets, your personal information may be transferred as part of the transaction.
- **To limit what is used or shared:**
  - You can ask the Practice not to use or share PHI for treatment, payment, or business operations. The Practice is not required to agree if it would affect your care.
  - If you pay for a service or health care item out-of-pocket in full, you can ask the Practice not to share PHI with your health insurer.
  - You can ask for the Practice not to share your PHI with family members or friends by stating the specific restriction requested and to whom you want the restriction to apply.
  - You can ask for a list, called an accounting, of the times your health information has been shared. You can receive one accounting every 12 months at no charge, but you may be charged a reasonable fee if you ask for one more frequently. The Practice may deny your request if it believes the disclosure will endanger your life or another person's life. You may have a right to have this decision reviewed.
- **To amend PHI:**
  - You can ask to correct PHI you believe is incorrect or incomplete. The Practice may require you to make your request in writing and provide a reason for the request.
  - The Practice may deny your request. The Practice will send a written explanation for the denial and allow you to submit a written statement of disagreement.
- **To Request Confidential Communications:**
  - You can ask the Practice to contact you in a specific way. The Practice will say “yes” to all reasonable requests.

#### **4. Data Security**

We take the security of your personal information seriously and implement reasonable technical, administrative, and physical safeguards to protect it. However, please note that no method of electronic transmission or storage is 100% secure, and we cannot guarantee the absolute security of your information.

## 5. Your Rights and Choices

You have the following rights regarding your personal information:

- **Access:** You can request access to the personal data we hold about you.
- **Correction:** You can request corrections to any inaccurate or incomplete information we hold about you.
- **Deletion:** You can request the deletion of your personal information, subject to legal and contractual obligations.
- **Opt-out:** You can opt out of receiving promotional communications by following the instructions in the email or contacting us directly.

To exercise your rights, please contact us at 667-910-8540 or submit a written request to the Practice at:

Open Minded Health Care, LLC  
90 Holiday Dr, Suite C-1 Solomons, MD 20688  
Dr. Osaze Okoro, DNP

### To file a complaint if you feel your rights are violated:

- You can file a complaint by contacting the Practice using the following information:

Open Minded Health Care, LLC  
90 Holiday Dr, Suite C-1 Solomons, MD 20688  
Dr. Osaze Okoro, DNP  
(667) 910-8540

- You can file a complaint with the U.S. Department of Health and Human Services Office for Civil Rights by sending a letter to 200 Independence Avenue, S.W., Washington, D.C. 20201, calling 1-877-696-6775, or visiting [www.hhs.gov/ocr/privacy/hipaa/complaints/](http://www.hhs.gov/ocr/privacy/hipaa/complaints/).
- The Practice will not retaliate against you for filing a complaint.

## 6. Third-Party Websites

Our Site may contain links to third-party websites that are not operated by us. We are not responsible for the privacy practices or content of those sites. We encourage you to review the privacy policies of any third-party websites before providing them with your personal information.

## **8. Changes to This Privacy Policy**

We may update this Privacy Policy from time to time. When we make changes, we will revise the "Effective Date" at the top of this page. We encourage you to review this Privacy Policy periodically to stay informed about how we are protecting your information.

## **9. Our Responsibilities:**

- The Practice is required by law to maintain the privacy and security of PHI.
- The Practice is required to abide by the terms of this Notice currently in effect. Where more stringent state or federal law governs PHI, the Practice will abide by the more stringent law.
- The Practice reserves the right to amend Notice. All changes are applicable to PHI collected and maintained by the Practice. Should the Practice make changes, you may obtain a revised Notice by requesting a copy from the Practice, using the information above, or by viewing a copy on the website at [www.openmindedhc.com](http://www.openmindedhc.com).
- The Practice will inform you if PHI is compromised in a breach.