

NOTICE OF PRIVACY PRACTICES

Crossroads Foundation

Effective Date: January 1st

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.

Crossroads Foundation is committed to protecting the privacy and security of your Protected Health Information (PHI). This Notice describes your rights and our legal duties regarding your health information.

OUR LEGAL DUTIES

Crossroads Foundation is required by law to:

- Maintain the privacy of your PHI
- Provide you with this Notice of our legal duties and privacy practices
- Follow the terms of this Notice currently in effect
- Notify you if a breach occurs that may have compromised your information

We reserve the right to change our privacy practices and update this Notice at any time. Updated notices will be posted on our website and available upon request.

HOW WE MAY USE AND DISCLOSE YOUR INFORMATION

We may use or disclose your PHI for the following purposes:

Treatment

To provide, coordinate, or manage your care and services.

Payment

To bill and receive payment for services provided.

Healthcare Operations

For administrative, quality improvement, auditing, and compliance activities.

As Required by Law

When required by federal, state, or local law.

Public Health and Safety

To prevent or control disease, report abuse or neglect, or respond to health oversight agencies.

Law Enforcement or Legal Proceedings

When permitted or required by law.

Other uses and disclosures not described in this Notice will only be made with your written authorization.

YOUR RIGHTS

You have the right to:

- **Access** your health records
- **Request amendments** to your records
- **Request restrictions** on certain uses or disclosures
- **Request confidential communications**
- **Receive an accounting of disclosures**
- **Obtain a paper copy** of this Notice upon request
- **File a complaint** if you believe your privacy rights have been violated

We will not retaliate against you for filing a complaint.

HOW TO FILE A COMPLAINT

If you believe your privacy rights have been violated, you may file a complaint with:

Privacy Officer

Crossroads Foundation

Address: 3525 4th Ave, San Diego, CA 92104

Phone: 619-296-1151 x101

Email: lpurdie@crossroads4recovery.org

You may also file a complaint with the U.S. Department of Health and Human Services, Office for Civil Rights.

WEBSITE AVAILABILITY

This Notice of Privacy Practices is available on our website at:

<https://crossroads4recovery.org/privacypractices.html>

A copy is available at our office upon request.

CONTACT INFORMATION

If you have questions about this Notice or your privacy rights, please contact:

Privacy Officer: Lindsey Purdie

Crossroads Foundation

Phone: 619-296-1151 x101

Email: lpurdie@crossroads4recovery.org