

PATIENT PRIVACY NOTICE

Revised: February 2026

This notice describes Mosaic Health’s privacy practices (herein after referred to as “Mosaic”, “We”, “Us” or “Our”) and how clinical information about you may be used and disclosed and your rights related to such information. This notice also includes how to file a complaint concerning a violation of the privacy or security of your health information, or of your rights concerning your information. You have a right to a copy of this notice (in either paper or electronic) and to discuss it with Mosaic Health Privacy Officer by emailing privacyofficer@mosaichealth.org. Please review it carefully.

PATIENT RIGHTS

You have the right to:

- Get a copy of your paper or electronic health record
- Correct your paper or electronic health record
- Request confidential communication
- Ask Us to limit the information We share
- Get a list of those with whom we’ve shared your information
- Get a copy of this privacy notice
- Choose someone to act for you
- File a complaint if you believe your privacy rights have been violated

PATIENT CHOICES

You have some choices in the way that We use and share information as we:

- Tell family and friends about your condition
- Provide disaster relief
- Provide behavioral health care
- Market Our services and sell your information
- Raise funds

HEALTH CENTER USES AND DISCLOSURES

We may use and share your information as we:

- Treat you
- Run Our organization
- Bill for your services
- Help with public health and safety issues
- Do research
- Comply with the law
- Respond to organ and tissue donation requests
- Work with a medical examiner or funeral director



- Address workers' compensation, law enforcement, and other government requests
- Respond to lawsuits and legal actions

PATIENT 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 an electronic or paper copy of your health record

- You can ask to see or get an electronic or paper copy of your health 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 health 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'll tell you why in writing within 60 days.

Request confidential communications

- You can ask Us to contact you in a specific way (for example, home or office phone) 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 Our 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 or health care item out-of-pocket in full, you can ask Us not to share that information for the purpose of payment or Our operations with your health insurer. We will say "yes" **unless a law requires Us to share that information.**

Get a list of those with whom we've shared information

- You can ask for a list (accounting) of the times we've shared your health information for six years prior to the date you ask, who We shared it with, and why.
- We will include all the disclosures except for those about treatment, payment, and health care operations, and certain other disclosures (such as any you asked Us to make). We'll provide one accounting a year for free but will charge a reasonable, cost-based fee if you ask for another one within 12 months.

Get a copy of this privacy notice

- You can ask for a paper copy of this notice at any time, even if you have agreed to receive the notice electronically. We will provide you with a paper copy promptly.



Choose someone to act for you

- If you have given someone clinical 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 and can act for you before We take any action.

File a complaint if you feel your rights are violated

- You can complain if you feel We have violated your rights by contacting Gabriel Wakefield, Mosaic Health's Privacy Officer by sending a letter to 1 South Washington Street, Rochester, NY 14614, calling 585-287-8854, or emailing privacyofficer@mosaichealth.org.
- 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/.
- We will not retaliate against you for filing a complaint.

PATIENT CHOICES

For certain health information, you can tell Us your choices about what We share. If you have a clear preference for how We share your information in the situations described below, talk to us. Tell Us what you want Us to do, and We will follow your instructions. You have the right to revoke your consent at any time in writing provided We have not already acted in reliance on it.

In these cases, you have both 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
- Include your information in a hospital directory

If you are not able to tell Us your preference, for example if you are unconscious, We may go ahead and share your information if We believe it is in your best interest. We may also share your information when needed to lessen a serious and imminent threat to health or safety.

In these cases, We never share your information unless you give Us written permission

- Marketing purposes
- Sale of your information
- Most sharing of psychotherapy and SUD counseling notes

In the case of fundraising

- We may contact you for fundraising efforts, but you can tell Us not to contact you again.

HEALTH CENTER USES AND DISCLOSURES



Except in emergency or special situations, you may provide a single consent for all future uses or disclosures of your records, including your substance use disorder (“SUD”) records, to your treating providers, health plans, third-party payers, and other auxiliary personnel assisting Us with treatment, payment, and/or health care operations.

How do We typically use or share your health information? The following categories describe different ways in which We may use and disclose your health information. For each category, We will explain what We mean and try to give an example. Not every use or disclosure in a category will be listed.

Please note that health information protected by HIPAA or 42 CFR Part 2 and disclosed by Us, pursuant to this notice, may be subject to redisclosure by the recipient and may no longer be protected by the applicable privacy regulations.

Treat you

- We can use your health information to provide or manage your treatment and may share it with other professionals who are treating you.
 - Example: A doctor treating you for an injury asks another doctor about your overall health condition.

Run Our organization

- We can use and share your health information to run Our practice, improve your care, and contact you when necessary.
 - Example: We use health information about you to manage your treatment and services.

Bill for your services

- We can use and share your health information to bill and get payment from health plans or other entities.
 - Examples: We give information about you to your health insurance plan so it will pay for your services.

How else can We use or share your health 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. For more information see: www.hhs.gov/ocr/privacy/hipaa/understanding/consumers/index.html.

Help with public health and safety issues

We can share health information about you for certain situations such as:

- Preventing or controlling 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

Do research

We can use or share your information for health research.

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're complying with federal privacy law.

Respond to organ and tissue donation requests

We can share health information about you with organ procurement organizations.

Work with a medical examiner or funeral director

We can share health information with a coroner, medical examiner, or funeral director when an individual dies.

Address workers' compensation, law enforcement, and other government requests

We can use or share health information about you:

- 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

Respond to 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.

Quality Improvement/Patient Satisfaction

We can share health information about you to Our patient satisfaction vendor (such as your name, address, phone number) so that they can reach you to conduct the surveys.

Substance Use Disorder Treatment Information.

In no event will We use or disclose your SUD record(s), or provide testimony that describes the information contained in such record, in any civil, criminal, administrative, or legislative proceedings against you unless based on your written consent, or a court order after notice to you and We and you are given the opportunity to be heard, as provided in 42 CFR part 2. A court order authorizing use or disclosure must be accompanied by a subpoena or other legal requirement compelling disclosure before the requested record is used or disclosed.



Health Center 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.
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For more information see:

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 web site.