

**Notice of Privacy Practices**  
**Your Health Information, Your Rights, and Our Responsibilities**

**Effective Date:** 11/01/2024

This notice describes how your medical information may be used and shared, and how you can access it. Please review it carefully.

**Our Practice**

This is a small, privately owned healthcare practice. We do not bill insurance. Payments are processed securely through our electronic health platform, Practice Better.

**Your Rights**

You have the right to access your records. You can request a copy of your electronic or paper medical record.

You have the right to request corrections. You can ask us to correct information you believe is inaccurate or incomplete.

You have the right to request confidential communication. You can ask us to contact you in a specific way, such as by phone, email, or at an alternate address.

You have the right to request limits on sharing. You may ask us not to share certain information. While we may not always be able to agree, we will honor reasonable requests whenever possible.

You have the right to receive a record of disclosures. You can request a list of certain disclosures of your information.

You have the right to receive a copy of this notice at any time in paper or electronic form.

You have the right to choose someone to act for you. If you have a legal representative, that person may exercise your rights.

You have the right to file a complaint if you believe your privacy rights have been violated. You may contact us directly or file a complaint with the U.S. Department of Health and Human Services. We will not retaliate against you for filing a complaint.

**How We Use and Share Your Information**

We use your health information to provide treatment. This includes reviewing your health history, lab results, and progress to guide your care.

We use your information to run our practice. This includes communicating with you about appointments and care, maintaining records, and improving our services.

We use your information for payment purposes. As a self-pay practice, we do not bill insurance companies. We may provide receipts or documentation if you choose to submit claims independently. Payments are processed securely through our platform.

**Other Uses Permitted by Law**

We may share your information when required or permitted by law. This may include public health and safety concerns, reporting suspected abuse or neglect, complying with legal processes such as court orders or subpoenas, and cooperating with health oversight agencies.

**Uses Requiring Your Permission**

We will Not share your information for marketing purposes, sell your information, or share psychotherapy notes (if applicable) without your written consent.

**Sharing With Family or Others**

We will only share your information with family members or others involved in your care if you give permission in writing by signing an Authorized Disclosure Form, or if it is necessary in an emergency situation and in your best interest.

**Our Responsibilities**

We are required by law to maintain the privacy and security of your health information. We will notify you if a breach occurs that may have compromised your information. We must follow the terms of this notice and will not use or share your information in ways not described here without your written permission.

**Electronic Records and Communication**

We use a secure, HIPAA-compliant platform, Practice Better, for scheduling, messaging, document sharing, and payment processing. While we take appropriate security measures, no electronic system is completely risk-free. By using electronic communication, you acknowledge and accept this risk.

**Changes to This Notice**

We may update this notice from time to time. The most current version will always be available upon request and within your patient portal.

**Contact Information**

Privacy Contact: Dr. Heather Banville DC

Email: [info@drheatehrbanville.com](mailto:info@drheatehrbanville.com)

Phone: 757-231-5653

**Optional Statement**

We do not sell, rent, or share your personal health information for marketing or commercial purposes.