



## Notice of Privacy Practices

The privacy of your information is very important to us. Catalyst Cares wants to ensure that your information is protected and has provided this Privacy Policy to explain how we collect data, how we use the personal data you provide to us, and how we keep that information secure. Please review it carefully.

### I. Our Responsibilities.

The Health Insurance Portability and Accountability Act of 1996 (“HIPAA”) has established standards to ensure the privacy of your protected health information. Catalyst Cares maintains full compliance with HIPAA and has implemented various administrative, physical, and technical safeguards to comply with its provisions.

Catalyst Cares may use, collect, and store your Protected Health Information and Personal Information. Protected Health Information (“PHI”) is information about your past, present, or future health or medical condition(s). “Personal Information” (“PI”) is data unique to you, including your name, date of birth, address, email address, IP address, and phone number.

Catalyst Cares may communicate with you via text message (SMS, MMS, or other technologies). Information obtained from you in connection with text messages from Catalyst Cares may include your phone number, your provider’s name, and the time, date, and content of your message. Catalyst Cares is not responsible for any data or charges in connection with text messaging and Catalyst Cares may change or discontinue text messaging at any time.

We are required by law to

- Maintain privacy of your health information, also known as “protected health information”, or “PHI”
- Notify you following a breach of unsecured PHI, under certain circumstances
- Follow the privacy practices described in this notice
- Provide you with a copy of this notice

### II. Our Uses and Disclosures.

Catalyst Cares will not share non-public protected health information with non-affiliated third parties. Catalyst Cares will restrict access to only those Catalyst Cares affiliates, subsidiaries, employees, consultants, and contractors who need to know this information to provide you with Catalyst Cares’ services and who are under an obligation to keep such information confidential. Catalyst Cares maintains physical, electronic, and procedural safeguards that comply with federal and state regulations to protect your information.

Although Catalyst Cares does not share non-public protected health information with non-affiliated third parties, Catalyst Cares may use your protected health information for several reasons. Typically, we use or share your health information in the following ways.



- **Treatment:** We may disclose your protected health information to doctors, nurses, and other healthcare personnel who are involved in providing your healthcare services.
- **Payment:** We may use or disclose your information to assist in obtaining payment for healthcare services rendered to you.
- **For Healthcare Operations:** We may disclose your information while providing and improving our various healthcare services.

We are allowed or required by law to share your information in other ways that are less common. For more information visit: [www.hhs.ocr/privacy/hipaa/understanding/consumers/index.html](http://www.hhs.ocr/privacy/hipaa/understanding/consumers/index.html)

- **Legal Requirements:** If necessary, we may be legally required to disclose your protected health information to comply with applicable laws, regulations, search warrants, subpoenas, discovery requests, or court orders.
- **Other Uses and Disclosures:** We may use medical information for other disclosures; however, this will only be done with your prior written authorization.

## **II. Your Rights.**

You have certain rights related to your health information. This section explains your rights and some of your responsibilities.

- **Right to opt out:** You have the right to opt out of services or treatment offered to you.
- **Right to Inspect and Copy:** Upon written request, you have the right to inspect your health information.
- **Right to Amend:** If you feel there is a mistake or oversight in any of our records, you may request in writing that we amend your information.
- **Right to Previously Disclosed Information:** You may request a list of when, to whom, and for what purpose your information has been released over a six-year period.
- **Right to Receive Notice:** You have the right to receive a paper copy of this privacy notice and/or an electronic copy by email upon your request.
- **Right to Receive Protected Health Information by Alternative Means or in Alternative Locations:** You have the right to request that your protected health information be provided by alternative means or at alternative locations.
- **Right to Request Restrictions on Certain Uses & Disclosures:** You may request that we restrict the disclosure of certain confidential information, subject to various limitations.
- **Right to Revoke Notice:** You have the right to revoke prior authorizations to disclose your information upon written notice to Catalyst Cares.
- **Right to File a Complaint:** You have the right to file a complaint if you feel your rights have been violated. We will not retaliate against you for filing a complaint.

Complaints can be made by sending a letter to the Texas Medical Board, Attention: Investigations at 1800 Congress Avenue, Suite 9.200, Austin, TX. 78778-2018. Assistance is available by calling 1-800-201-9353. For more information, visit [www.tmb.state.tx.us](http://www.tmb.state.tx.us)



You may initiate these requests by contacting Catalyst Cares at the contact information provided below.

### **III. Your Choices.**

You can tell us your choices about what we share for certain health information. If you are not able to tell us your preference, for example, if you are unconscious, we may 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. If you have a clear preference for how we share your information in the situations described below, please inform us in writing.

- Share information with your family, close friends, or others involved in your care
- Share information during a disaster relief situation
- Include your information in a hospital directory
- Contact you for fundraising efforts

We will never share your information unless you give us written permission for marketing purposes or sale of your information. In the case of fundraising, we may contact you, but you can request that we not contact you again.

### **V. Changes to This Notice.**

This Privacy Policy may be revised from time to time. Any new notice will be effective immediately for any and all confidential information Catalyst Cares maintains. Upon revision, this notice will be available upon request and displayed prominently at our care site, and on our website.

### **VI. Contact Us.**

If you have any questions regarding this Privacy Policy, you may contact us using the information below:

Catalyst Cares  
[www.catalystcommunityfoundation.org](http://www.catalystcommunityfoundation.org)  
[foundation@catalysthealthgroup.net](mailto:foundation@catalysthealthgroup.net)  
(214) 964-0444