

STAR SMILE DENTAL CENTER

STAR SMILE DENTAL CENTER
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NOTICE OF PRIVACY PRACTICES

Effective Date: February 16, 2026

THIS NOTICE DESCRIBES HOW MEDICAL AND DENTAL INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED, AND HOW YOU MAY ACCESS THIS INFORMATION. PLEASE REVIEW IT CAREFULLY.

OUR LEGAL DUTIES

Star Smile Dental Center is required by law to maintain the privacy and security of your protected health information (“PHI”), provide you with this Notice of our legal duties and privacy practices, and follow the terms of this Notice currently in effect.

We will notify affected individuals following a breach of unsecured protected health information as required by applicable law.

We reserve the right to change our privacy practices and update this Notice at any time. Any revised Notice will apply to all protected health information maintained by our practice and will be available at our office and upon request.

HOW WE MAY USE AND DISCLOSE YOUR HEALTH INFORMATION

Treatment: We may use and disclose your PHI to provide, coordinate, or manage your dental and healthcare treatment. For example, we may share information with specialists, laboratories, pharmacies, physicians, dental providers, or other healthcare professionals involved in your care.

Payment: We may use and disclose your PHI to bill and obtain payment for services provided to you. This may include disclosures to insurance companies, dental benefit plans, financing companies, collection services, or other third parties responsible for payment.

Healthcare Operations: We may use and disclose your PHI for healthcare operations necessary to run our practice, including:

- quality assessment and improvement

- staff training and education
- licensing and credentialing activities
- business management and administration
- legal and auditing services
- compliance and risk management activities.

Appointment Reminders and Patient Communications: We may contact you regarding appointments, treatment alternatives, follow-up care, billing matters, office updates, or other healthcare-related services by:

- phone calls
- voicemail
- text messages (SMS)
- email
- patient portal messages
- mail.

Unless you instruct us otherwise in writing, we may leave limited information on voicemail or with individuals who answer your phone.

Electronic Communications: Electronic communications such as email and text messaging may not always be fully secure. By providing your contact information, you acknowledge and accept the potential risks associated with unencrypted communications.

You may request alternative methods of communication at any time.

Text Messaging (SMS): We may use text messaging to communicate appointment reminders, scheduling updates, account notifications, and limited healthcare-related information.

We do NOT sell, share, or disclose your SMS consent or personal SMS information to third parties for marketing or promotional purposes.

Message frequency may vary. Standard message and data rates may apply depending on your mobile carrier.

You may opt out of receiving text messages at any time by replying STOP, UNSUBSCRIBE, or by contacting our office directly. After opting out, you may still receive limited administrative or legally required communications when permitted by law.

Individuals Involved in Your Care: We may disclose PHI to family members, friends, caregivers, or other people involved in your care or payment for your care when appropriate or authorized by you.

Business Associates: We may disclose PHI to third-party service providers (“Business Associates”) that perform functions on our behalf, including billing companies, IT providers, cloud storage providers, software vendors, consultants, shredding companies, and legal or

accounting professionals. All Business Associates are required by law and contract to appropriately safeguard your PHI.

Public Health and Safety Activities: We may disclose PHI when required or permitted by law for public health activities, including:

- disease prevention or control
- reporting abuse or neglect
- product recalls
- adverse reactions to medications
- public health investigations.

Law Enforcement and Legal Proceedings: We may disclose PHI:

- in response to court orders, subpoenas, or lawful legal processes
- for law enforcement purposes permitted by HIPAA
- to comply with federal, state, or local laws.

Health Oversight Activities: We may disclose PHI to government agencies authorized to conduct audits, investigations, inspections, licensure reviews, and regulatory oversight.

Workers' Compensation: We may disclose PHI as authorized by laws relating to workers' compensation or similar programs.

Research: We may disclose PHI for approved research purposes when appropriate privacy protections are in place.

Coroners, Medical Examiners, and Funeral Directors: We may disclose PHI as necessary to identify deceased individuals, determine causes of death, or assist funeral directors in carrying out their duties.

National Security and Military Activities: We may disclose PHI to authorized federal officials for lawful intelligence, national security, or military activities as permitted by law.

USES AND DISCLOSURES REQUIRING AUTHORIZATION

Certain uses and disclosures require your written authorization, including:

- most uses of psychotherapy notes
- certain marketing communications
- sale of protected health information
- other uses not otherwise described in this Notice when required by law.

You may revoke your authorization in writing at any time, except to the extent action has already been taken in reliance on the authorization.

YOUR RIGHTS REGARDING YOUR HEALTH INFORMATION

Right to Access and Obtain Copies: You have the right to inspect and obtain copies of your health information, including electronic copies when available, subject to limited exceptions permitted by law.

Right to Request Amendments: You may request corrections or amendments to your health records if you believe information is inaccurate or incomplete.

Right to Request Restrictions: You may request restrictions on certain uses or disclosures of your PHI. While we are not always required to agree, we will comply with applicable legal requirements.

Right to Confidential Communications: You may request that we communicate with you using alternative methods or at alternative locations.

Right to an Accounting of Disclosures: You may request a list of certain disclosures of your PHI made by our practice.

Right to Receive a Paper Copy: You have the right to receive a paper copy of this Notice upon request.

Right to Notification of a Breach: You have the right to receive notification if your unsecured PHI is breached as required by law.

WEBSITE, ONLINE FORMS, AND DIGITAL SERVICES

If you use our website, online forms, patient portal, or digital communication tools, certain information may be collected for operational, security, and service-improvement purposes. We make reasonable efforts to protect information transmitted electronically; however, no electronic transmission or storage system can be guaranteed to be completely secure.

COMPLAINTS

If you believe your privacy rights have been violated, you may file a complaint with our office or with the U.S. Department of Health and Human Services. We will provide you with the address to file your complaint with the U.S. Department of Health and Human Services upon request. You will not be retaliated against for filing a complaint.

To file a complaint or obtain more information, contact:

Privacy Officer: Arkady Polyakov
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