



NOTICE OF PRIVACY PRACTICES

Wake Dental Arts

251 Keisler Dr, Ste 200, Cary, NC 27518

Privacy contact: Privacy Officer | 919-297-8858

Effective date: October 11, 2026

THIS NOTICE DESCRIBES HOW HEALTH INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION. PLEASE REVIEW IT CAREFULLY.

Your information. Your rights. Our responsibilities. This notice concerns protected health information maintained by this practice, including dental records. Contact our Privacy Officer at the address or phone above to exercise a right, request assistance, or discuss a concern.

Your rights

Access your records. You may request inspection or an electronic or paper copy of health information we maintain about you. We ordinarily respond within 30 days; if a permitted extension is needed, we will explain it in writing. A reasonable, cost-based fee may apply to copies.

Request a correction. Ask us in writing to amend information you believe is incorrect or incomplete and explain the reason. We may deny a request in circumstances permitted by law, but will explain the denial in writing, ordinarily within 60 days, and explain your options.

Request confidential communications. Ask us to contact you in a particular way or at a different address. We will accommodate reasonable requests.

Request restrictions. You may ask us to limit uses or disclosures for treatment, payment, or healthcare operations. We generally do not have to agree. If we agree, we will follow the restriction except when disclosure is needed for emergency treatment or otherwise permitted by law. If you pay for an item or service out of pocket in full and request that we not disclose related information to your health plan for payment or operations, we will honor that request unless disclosure is required by law.

Receive an accounting. You may request a list of certain disclosures during the preceding six years. Disclosures for treatment, payment, operations, and certain other exceptions are excluded. One accounting in a 12-month period is free; a reasonable fee may apply to additional requests, with advance notice.

Get a paper notice. You may receive a paper copy at any time, even if you previously agreed to electronic delivery.

Use a personal representative. A legally authorized representative may exercise rights on your behalf, subject to verification of authority and applicable law.

Your choices and written authorization

You may tell us whether to share relevant information with family, friends, or others involved in your care or payment, and in disaster-relief notifications. If you cannot express a preference, we may use professional judgment when permitted by law, including emergencies.

We obtain your written authorization when required for marketing, sale of protected health information, most disclosures of psychotherapy notes, and uses or disclosures not otherwise permitted or described in this notice. You may revoke an authorization in writing; revocation does not undo actions already taken in reliance on it.

If we contact you for fundraising, you may opt out of further fundraising communications. If we hold substance use disorder records protected by 42 CFR Part 2, we will provide clear advance notice and a choice before using those records for fundraising communications.

How we may use and disclose your information

Treatment. We may use and share information to provide or coordinate dental and medical care. For example, we may send relevant records or images to a specialist treating you.

Payment. We may use and disclose information to bill and obtain payment, such as submitting treatment information to your dental insurer.

Healthcare operations. We may use information to manage the practice, improve quality, review professional performance, and conduct permitted administrative activities. Service providers acting as business associates must protect information as required by law and their agreements.

Care communications. We may contact you about appointments, treatment alternatives, or health-related benefits and services, as permitted by law. Tell us if you need a different communication method.

Public health and safety. When legally permitted or required, we may disclose information to prevent disease, report adverse events or suspected abuse or neglect, or reduce a serious and imminent threat.

Other legally permitted purposes. Subject to applicable conditions, disclosures may be made for health oversight, approved research, workers' compensation, law enforcement, lawful government functions, organ donation, or to coroners, medical examiners, and funeral directors.

Legal requirements and proceedings. We may disclose information as required by law, including to HHS for compliance review, or in response to qualifying court orders, subpoenas, or other lawful process. Special protections described below may limit disclosure.

Special protections for substance use disorder records

If we receive or maintain substance use disorder patient records protected by 42 CFR Part 2, additional federal restrictions apply. We will not use or disclose those records, or testimony describing their contents, in civil, criminal, administrative, or legislative proceedings or investigations against you without your written consent or a qualifying court order and a subpoena or similar legal mandate, as required by applicable law. Consent for such proceedings is separate from consent for other purposes.

Part 2 records disclosed with a valid consent for treatment, payment, or healthcare operations may be redisclosed by HIPAA-regulated recipients as permitted by HIPAA, subject to the restrictions on proceedings against you. Other records disclosed to a recipient may be redisclosed and may no longer be protected by HIPAA; other applicable laws may still protect them.

Other privacy protections

Federal or North Carolina laws may provide additional protections for certain records, including substance use disorder, mental health, communicable disease, and genetic information. For example, North Carolina General Statute 130A-143 protects identifying information about reportable communicable diseases and conditions. We disclose such information only with the required written consent or under a statutory exception, such as qualifying treatment or public health purposes. Where a more protective law applies, we will follow its requirements, including obtaining additional consent or limiting disclosure when required.

Our responsibilities

We are required to protect the privacy and security of your protected health information, provide this notice, and follow the notice currently in effect. We will notify you as required by law if a breach of unsecured protected health information occurs. We will not use or disclose your information outside the purposes described here unless permitted by law or authorized by you in writing.

Questions and complaints

If you are concerned that we may have violated your privacy rights, or you disagree with a decision we made about access to your medical information, about amending your medical information, about restricting our use or disclosure of your medical information, or about how we communicate with you about your medical information (including a breach notice communication), you may contact our Privacy Officer to register either a verbal or written complaint.

Practice contact: Privacy Officer, Wake Dental Arts, 251 Keisler Dr, Ste 200, Cary, NC 27518. Telephone: 919-297-8858.

You may also submit a written complaint to the Office for Civil Rights of the United States Department of Health and Human Services, 200 Independence Avenue, SW, Room 509F, Washington, DC, 20201. You may contact the Office for Civil Rights hotline at 1-800-368-1019. We support your right to privacy of your medical information. We will not retaliate in any way if you choose to file a complaint with us or with the US Department of Health and Human Services.

You may request help filing a complaint or a copy of this notice in a format you can use. Contact our Privacy Officer using the telephone number or mailing address listed above.

Changes to this notice

We may change this notice as permitted by law. A revised notice may apply to all information we maintain, including information received before the change. The revised notice will show its effective date and will be available at our office, on our website, and upon request.