

Notice of Privacy Practices

Effective September 19, 2026. This notice describes how medical information about you may be used and disclosed and how you can obtain access to this information.

Please review this notice carefully.

Charity Hospice Care, Inc. is required by law to maintain the privacy and security of protected health information, provide this notice of its legal duties and privacy practices, and follow the notice currently in effect.

Your rights

Inspect or obtain a copy

You may ask to see or receive an electronic or paper copy of health and billing records maintained about you. We will provide access as required by law and may charge a reasonable, cost-based fee.

Request a correction

You may ask us to correct health information you believe is incorrect or incomplete. We may deny the request in some circumstances and will explain the reason in writing.

Request confidential communications

You may 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 not to use or share certain information for treatment, payment, or operations. We are not always required to agree. When you pay in full out of pocket for a service, you may ask us not to disclose that information to a health plan for payment or operations when the law permits.

Receive an accounting of disclosures

You may ask for a list of certain disclosures made during the six years before your request, subject to legal exceptions.

Receive a paper copy

You may request a paper copy of this notice at any time, even if you agreed to receive it electronically.

Choose a representative

A legal guardian, health-care agent, or other authorized representative may exercise rights on your behalf after we verify authority.

Receive breach notification

We will notify you as required if a breach may have compromised the privacy or security of your information.

How We May Use and Share Information

We use and disclose only the information permitted or required by law and apply additional protections when required.

Treatment

We may use and share information with physicians, nurses, pharmacies, hospitals, facilities, equipment suppliers, and others involved in your care.

Payment

We may use and share information to bill and obtain payment from Medicare, Medicaid, health plans, or other responsible payers.

Health-care operations

We may use information for quality assessment, care coordination, accreditation, compliance, training, business planning, and other permitted operations.

Individuals involved in your care

Unless you object, we may share relevant information with family members, friends, or others involved in your care or payment. When you cannot agree or object, we may share information when professional judgment indicates it is in your best interest.

Required or permitted public purposes

We may disclose information for public health activities, reporting abuse or neglect, health oversight, judicial or administrative proceedings, certain law-enforcement purposes, coroners or medical examiners, organ donation, workers' compensation, and to prevent a serious threat to health or safety, as allowed or required by law.

Business associates

We may share information with contractors that perform services for us when written agreements require them to protect the information.

Uses requiring written authorization

Most uses and disclosures of psychotherapy notes, marketing communications, and sales of protected health information require written authorization. Other uses or disclosures not described in this notice will be made only with your written authorization unless permitted or required by law. You may revoke an authorization in writing, except to the extent action has already been taken in reliance on it.

Additional Privacy Protections

Certain information may receive protections beyond the general HIPAA requirements.

Substance use disorder records

Records protected by 42 CFR Part 2 receive additional confidentiality protection. When Charity Hospice Care receives or maintains Part 2 records, those records generally may not be used or disclosed in civil, criminal, administrative, or legislative proceedings against you unless you provide written consent or a court order authorizes the use, as permitted by law. A general authorization for treatment, payment, and health-care operations does not by itself authorize use of Part 2 records against you in a legal proceeding.

Other specially protected information

Federal and California law may provide additional protections for certain information, including mental-health records, HIV-related information, genetic information, and other sensitive records. We will follow the law that provides the greater protection when applicable.

Our responsibilities

- Maintain the privacy and security of protected health information.
- Notify you promptly if a breach may have compromised your information.
- Explain our legal duties and privacy practices in this notice.
- Follow the notice currently in effect and provide notice of material changes as required.
- Avoid retaliation when you exercise a privacy right or file a complaint.

Questions or complaints

You may contact the Charity Hospice Care Privacy Officer if you have questions, want to exercise a right, or believe your privacy rights were violated. You may also file a complaint with the U.S. Department of Health and Human Services Office for Civil Rights. We will not retaliate against you for filing a complaint.

Privacy Officer, Charity Hospice Care, Inc.

20300 South Vermont Ave., #130, Torrance, CA 90502

Telephone: (310) 527-2962 | Fax: (310) 527-2999

HHS Office for Civil Rights complaint information: hhs.gov/ocr/privacy/hipaa/complaints

This notice is based on federal requirements and should be read together with any state-specific notices, admission documents, and agency policies provided to you.