



## NOTICE OF PRIVACY PRACTICES

Effective Date: February 16, 2026

### Your Information. Your Rights. Our Responsibilities.

This notice explains how Family Pride may use and share your protected health information (PHI), outlines your rights regarding that information, and provides guidance on how to file a complaint if you believe your privacy or security rights have been violated. It applies to everyone receiving services - please read it carefully.

### Our Responsibilities

We are required by law to:

- Protect your health information, including substance use disorder records protected under 42 CFR Part 2.
- Provide you with this notice and follow its terms.
- Let you know if a breach happens that could affect your information.

### How We Use and Share Your Information

We respect your privacy; your information will not be used for marketing, fundraising, or sold to third parties. We limit disclosures to the minimum necessary. We may use or disclose your PHI as follows:

#### Treatment

- To provide and coordinate your care among healthcare providers. Certain mental health records receive additional protections under Ohio and federal law.

#### Payment

- To bill and receive payment for services, unless you have requested restrictions for fully paid services.

#### Healthcare Operations

- To operate our organization
- Improve quality
- Train staff
- Conduct administrative activities

#### Health Information Exchange

We participate in Health Information Exchanges (HIEs), which allow secure sharing of your health information among authorized providers to access information needed for treatment and to improve care coordination. You have the option to opt out or restrict participation. If you would like to opt out, contact our Privacy Officer listed below. Substance use disorder records protected by 42 CFR Part 2 will only be shared through an HIE with your specific written consent, unless otherwise permitted by law.



#### CHARDON

521 Fifth Avenue, Suite A  
440-286-1553



#### ASHTABULA

1110 Lake Avenue  
440-536-5680



#### LAKE ERIE COLLEGE (PAINESVILLE)

Garfield Building, Room C-16  
391 W. Washington Street



#### FAMILYPRIDEONLINE.ORG

✉ [fpadmin@familyprideonline.org](mailto:fpadmin@familyprideonline.org)

## **SMS (Text Messaging) Communication**

- We may use SMS messaging for appointment reminders, respond to inquiries, and provide service updates.
- Participation is voluntary and not required for services.
- SMS is not a secure communication method.
- We limit sharing of sensitive information via text.

By choosing to communicate via SMS, you acknowledge and accept the privacy risks associated with unencrypted messaging

### **SMS Message Details:**

Message frequency may vary, and standard messaging and data rates may apply. You may opt out at any time by replying STOP. For assistance, reply HELP or contact us at 440-286-1553 or [privacy@familyprideonline.org](mailto:privacy@familyprideonline.org). Mobile information is not shared for fundraising or marketing purposes.

## **Other Uses and Disclosures**

We may disclose your information, without your authorization, as permitted or required by law, including:

- To prevent a threat to health or safety of yourself, another person, or the public
- Health oversight and audits
- Workers' compensation
- Law enforcement and court orders
- Medical examiners and funeral services
- Research (with required safeguards)

## **Your Rights**

You have the following rights regarding your health records:

### **Access Your Records**

- You may request to inspect or obtain a copy of your health records in paper or electronic form. We will respond within 30 days. Reasonable, cost-based fees may apply.

### **Request Corrections**

- If something in your record is wrong or incomplete, you can ask us to fix it. If we deny your request, we'll explain why within 60 days.

### **Request Confidential Communications**

- You may request that we contact you in a specific way (e.g., phone, mail, secure email). We will accommodate reasonable requests.

### **Request Restrictions**

- You may request limits on how we use or disclose your health information.
- We cannot limit uses or disclosures that are required by law.
- Any requests for restrictions are put in writing, and we will follow it, except when required by law.



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### **Accounting of Disclosures**

- You may request a list of certain disclosures made within the past six years. We will respond to your request within 60 days.

### **Obtain This Notice**

- You may request a paper or electronic copy at any time.

### **Choose a Representative**

- An authorized personal representative (e.g., medical power of attorney, legal guardian) may act on your behalf.

### **Choose how we contact you**

- You may request that we send information to an alternative address or by alternative means.

### **Special Protections for Substance Use Disorder (SUD) Records**

Records related to substance use treatment are protected under **42 CFR Part 2**:

- Unless required by law, your written consent is required for disclosure.
- May be shared for treatment, payment, and operations with your consent.
- Consent may be revoked in writing (does not apply to prior disclosures).
- Records cannot be used against you in legal proceedings without authorization or court order.
- Federal law prohibits discrimination based on SUD treatment.
- Redisclosure by recipients must comply with applicable federal privacy laws.

### **Minors' Rights**

- Minors aged fourteen or older may consent to certain outpatient mental health services. In those cases, the minor typically controls access to those records unless disclosure is required or permitted by law.

### **Breach Notification**

- We will notify you without unreasonable delay, and no later than 45 days, if a breach of your information occurs.

### **Changes to This Notice**

- We may update this Notice at any time. Updated versions will apply to all information we maintain and will be available upon request, in our offices, and on our website.

If you have questions about this notice, or wish to make a complaint, please contact Family Pride's privacy officer:

James Vernon  
521 5th Ave, Suite A  
Chardon, OH 44024  
Phone: 440.286.1553  
Email: [privacy@familyprideonline.org](mailto:privacy@familyprideonline.org)

You may also file complaints with:

Ohio Attorney General: online at [www.ohioattorneygeneral.gov](http://www.ohioattorneygeneral.gov) or call 1-800-282-0515



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U.S. Department of Health and Human Services, toll free 1.800.368.1019, by e-mail to [OCRComplaint@hhs.gov](mailto:OCRComplaint@hhs.gov), by Fax 312.886.1807 or TDD 1.800.537.7697

We will not take retaliatory action if you choose to file a complaint.



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