



Notice of Privacy Practices

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

During your treatment at Hāna Health, our employees may gather information about your medical history and your current health. This notice explains how that information may be used and shared with others. It also explains your privacy rights regarding this kind of information. The terms of this notice apply to health information created or received by Hāna Health and is effective as of 03/01/2026.

Hāna Health is committed to protecting patient privacy. We are required by the Health Insurance Portability and Accountability Act (HIPAA) to provide you with this Notice of Privacy Practices and to make sure that: your identifiable medical information is kept private; you understand our legal duties and privacy practices with respect to medical information about you; the terms of the notice that are currently in effect are followed; and you are notified in the event of a breach of any unsecured protected health information about you.

Your Rights

When it comes to your health information, you have certain rights. This section explains your rights and some of our responsibilities to help you.

Get an electronic or paper copy of your medical record

- You can ask to see or get an electronic or paper copy of your medical record and other health information we have about you. Ask us how to do this.
- We will provide a copy or a summary of your health information, usually within 30 days of your request. We may charge a reasonable, cost-based fee.

Ask us to correct your medical record

- You can ask us to correct health information about you that you think is incorrect or incomplete. Ask us how to do this.
- We may say “no” to your request, but we’ll tell you why in writing within 60 days.

Request confidential communications

- You can ask us to contact you in a specific way (for example, home or office phone) or to send mail to a different address.
- We will say “yes” to all reasonable requests.



Ask us to limit what we use or share

- You can ask us not to use or share certain health information for treatment, payment, or our operations. We are not required to agree to your request, and we may say “no” if it would affect your care.
- If you pay for a service or health care item out-of-pocket in full, you can ask us not to share that information for the purpose of payment or our operations with your health insurer. We will say “yes” unless a law requires us to share that information.

Get a list of those with whom we’ve shared information

- You can ask for a list (accounting) of the times we’ve shared your health information for six years prior to the date you ask, who we shared it with, and why.
- We will include all the disclosures except for those about treatment, payment, and health care operations, and certain other disclosures (such as any you asked us to make). We'll provide one accounting a year for free but will charge a reasonable, cost-based fee if you ask for another one within 12 months.

Get a copy of this privacy notice

- You can ask for a paper copy of this notice at any time, even if you have agreed to receive the notice electronically. We will provide you with a paper copy promptly.

Choose someone to act for you

- If you have given someone medical power of attorney or if someone is your legal guardian, that person can exercise your rights and make choices about your health information.
- We will make sure the person has this authority and can act for you before we take any action.

Minors and Personal Representatives

Parents, legal guardians, and other authorized personal representatives generally may exercise privacy rights on behalf of a minor. However, federal and Hawai‘i law may permit a minor to consent to certain health care services or may provide additional confidentiality protections for certain minor-initiated services. In those circumstances, Hāna Health will protect the minor’s health information and use or disclose that information only as permitted by applicable law.

File a complaint if you feel your rights are violated

- You can complain if you feel we have violated your rights by contacting our Privacy Officer using the contact information listed at the end of this Notice.



- You can file a complaint with the U.S. Department of Health and Human Services Office for Civil Rights by sending a letter to 200 Independence Avenue, S.W., Washington, D.C. 20201, calling 1-877-696-6775, or visiting www.hhs.gov/ocr/privacy/hipaa/complaints/.
 - We will not retaliate against you for filing a complaint.
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Your Choices

For certain health information, you can tell us your choices about what we share. If you have a clear preference for how we share your information in the situations described below, talk to us. Tell us what you want us to do, and we will follow your instructions.

In these cases, you have both the right and choice to tell us to:

- Share information with your family, close friends, or others involved in your care
- Share information in a disaster relief situation

If you are not able to tell us your preference, for example if you are unconscious, we may go ahead and 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.

In these cases, we never share your information unless you give us written permission:

- Marketing purposes
- Sale of your information
- Most sharing of psychotherapy notes

In the case of fundraising:

- We may contact you for fundraising efforts, but you can tell us not to contact you again.
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Our Uses and Disclosures

How do we typically use or share your health information?

We typically use or share your health information in the following ways.

Treat you

We can use your health information and share it with other professionals who are treating you.

Example: A doctor treating you for an injury asks another doctor about your overall health condition.

Run our organization

We can use and share your health information to run our practice, improve your care, and contact you when necessary.

Example: We use health information about you to manage your treatment and services.



Bill for your services

We can use and share your health information to bill and get payment from health plans or other entities.

Example: We give information about you to your health insurance plan so it will pay for your services.

How else can we use or share your health information?

We are allowed or required to share your information in other ways – usually in ways that contribute to the public good, such as public health and research. We must meet many conditions in the law before we can share your information for these purposes.

Help with public health and safety issues

We can share health information about you for certain situations such as:

- Preventing disease
- Helping with product recalls
- Reporting adverse reactions to medications
- Reporting suspected abuse, neglect, or domestic violence
- Preventing or reducing a serious threat to anyone's health or safety

Support research

We can use or share your health information for health research as permitted by law.

Comply with the law

We will share information about you if state or federal laws require it, including with the Department of Health and Human Services if it wants to see that we're complying with federal privacy law.

Respond to organ and tissue donation requests

We can share health information about you with organ procurement organizations.

Work with a medical examiner or funeral director

We can share health information with a coroner, medical examiner, or funeral director when an individual dies.

Address workers' compensation, law enforcement, and other government requests

We can use or share health information about you:

- For workers' compensation claims



- For law enforcement purposes or with a law enforcement official
- With health oversight agencies for activities authorized by law
- For special government functions such as military, national security, and presidential protective services

Respond to lawsuits and legal actions

We can share health information about you in response to a court or administrative order, or in response to a subpoena.

For more information see:

www.hhs.gov/ocr/privacy/hipaa/understanding/consumers/index.html

Notice Regarding the Use of Technology

Hāna Health may use electronic technology to communicate with you and to provide health care services. This may include email, patient portal messaging, text messaging, telephone and voicemail, video conferencing, electronic health records, internet-based services, and other electronic communication technologies.

We use reasonable administrative, physical, and technical safeguards to protect your health information. However, electronic communications, including email and text messaging, may involve privacy or security risks depending on the technology, device, or communication method being used.

Patient Electronic Communications and Text Messaging

Hāna Health may communicate with you electronically regarding appointments, scheduling, preventive care, gaps in care, eligibility information, and other health care services. Hāna Health uses more than one electronic messaging system, and opting out of messages from one system may not stop messages sent through another system. You may contact Hāna Health at **808-248-8294** to review or change your electronic communication preferences.

Some automated messaging systems do not accept or route free-text responses to Hāna Health staff. Electronic messaging should not be used for emergencies or urgent medical concerns. If you are experiencing a medical emergency, call **911**.

Use of Artificial Intelligence (AI) in Healthcare

The use of AI has been implemented for enhancing operations, data management, and treatment planning. To ensure responsible and secure use, workforce members must adhere to the following guidelines while maintaining compliance with HIPAA and other privacy regulations:



- AI Technology and HIPAA Compliance: AI systems are designed and operated to ensure Protected Health Information (PHI) remains confidential and secure.
- Data Protection: Any PHI processed by AI is handled with the same level of protection as other patient records.
- Patient Awareness: Patients are informed when AI technologies process their PHI, and a clear explanation of the purpose, benefits, and limitations of AI in their care is provided.
- Regulatory Oversight: AI systems undergo regular audits to ensure compliance with privacy regulations and identify potential risks to PHI. Any identified risks are promptly addressed to maintain data integrity and security.
- Human Oversight: AI tools do not make autonomous clinical decisions. All AI-assisted recommendations are reviewed and approved by a licensed healthcare provider before implementation.
- Workforce Training: Workforce members follow established guidelines on the proper use of AI tools. Training ensures compliance with state and federal privacy regulations.
- Sensitive Data Protections: PHI related to reproductive health, substance use disorders (SUD), psychotherapy notes, and other sensitive information is handled in accordance with applicable federal and state privacy laws, including any heightened confidentiality protections that may apply.

If you have concerns about AI involvement in your care, please discuss them with your provider.

We may use AI tools to assist in clinical decision-making, diagnostics, and administrative tasks. AI does not replace human decision-making, and all AI-driven recommendations are reviewed by qualified healthcare professionals. If you have concerns about AI involvement in your care, please discuss them with your provider.

Substance Use Disorder Records Protected by 42 CFR Part 2

Certain substance use disorder treatment records that Hāna Health receives or maintains may be protected by additional federal confidentiality requirements under 42 CFR Part 2. These protections may apply to records received from a substance use disorder treatment program even when Hāna Health is not the provider that originally created the records.

To the extent that Hāna Health has substance use disorder patient records subject to 42 CFR Part 2, we will not use or disclose those records in civil, criminal, administrative, or legislative investigations or proceedings against you without your written consent or a court order and subpoena as required by applicable law.



If you have questions about the privacy protections that apply to your substance use disorder records, you may contact Hāna Health's Privacy Officer using the contact information provided in this Notice.

Our Responsibilities

- We are required by law to maintain the privacy and security of your protected health information.
 - We will let you know promptly if a breach occurs that may have compromised the privacy or security of your information.
 - We must follow the duties and privacy practices described in this notice and give you a copy of it.
 - We will not use or share your information other than as described here unless you tell us we can in writing. If you tell us we can, you may change your mind at any time. Let us know in writing if you change your mind.
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Changes to the Terms of This Notice

We can change the terms of this notice, and the changes will apply to all information we have about you. The new notice will be available upon request, in our office, and on our website. We will notify you of any significant changes to this notice and provide you with a copy when required by law.

Complaints or Questions

If you believe your privacy rights have been violated, you can file a complaint with us by contacting our Privacy Officer at:

Contact: Privacy Officer
Address: PO Box 807, Hana, Hawaii, 96713
Phone: 808-248-8294
Email: admin@hanahealth.org

You can also file a complaint with the U.S. Department of Health and Human Services Office for Civil Rights by sending a letter to: 200 Independence Avenue, S.W., Washington, D.C. 20201, calling 1-877-696-6775, or visiting www.hhs.gov/ocr/privacy/hipaa/complaints/.

We will not retaliate against you for filing a complaint.
