

Renewed Strands
Phone: 601-397-9373
Email: info@renewedstrands.org

NOTICE OF PRIVACY PRACTICES

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

EFFECTIVE DATE

This Notice of Privacy Practices is effective as of: 5/20/2026

ACKNOWLEDGEMENT OF RECEIPT OF PRIVACY NOTICE

Under the Health Insurance Portability and Accountability Act of 1996 (“HIPAA”), you have certain rights regarding the use and disclosure of your Protected Health Information (“PHI”).

OUR COMMITMENT TO YOUR PRIVACY

Renewed Strands understands that your personal and health-related information is private and confidential. We are committed to protecting your Protected Health Information (“PHI”) and maintaining the privacy of your records.

We create and maintain records related to the consultations, cranial prosthesis services, fittings, insurance reimbursement assistance, and related services you receive in order to:

- provide quality services,
- maintain accurate records,

- process payments,
- assist with reimbursement documentation when applicable,
- and comply with legal requirements.

This notice applies to all records created and maintained by Renewed Strands.

We are required by law to:

- maintain the privacy and security of your PHI,
- provide you with this Notice of Privacy Practices,
- and follow the terms of the notice currently in effect.

We reserve the right to update or modify this Notice at any time. Updated versions will be available upon request and made available through our office or electronic systems.

HOW YOUR INFORMATION MAY BE USED & DISCLOSED

Treatment, Payment & Operations

Federal privacy laws allow healthcare-related providers to use or disclose protected health information without written authorization for treatment, payment, and healthcare operations purposes.

Renewed Strands may use or disclose your information for:

- consultations,
- cranial prosthesis services,
- scheduling,
- payment processing,
- reimbursement assistance,
- documentation preparation,
- appointment reminders,
- follow-up communication,
- and general business operations.

We may also disclose information to other providers involved in your care when appropriate and authorized.

LAWSUITS & LEGAL REQUIREMENTS

If required by law, Renewed Strands may disclose information in response to:

- court orders,
 - subpoenas,
 - administrative requests,
 - public health requirements,
 - or other lawful governmental requests.
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CERTAIN USES & DISCLOSURES REQUIRE AUTHORIZATION

Marketing Purposes

Renewed Strands will not use or disclose your PHI for marketing purposes without your written authorization.

Sale of PHI

Renewed Strands does not sell client protected health information.

Photos, Testimonials & Media

Before-and-after photos, testimonials, reviews, or media content will only be used with separate written authorization from the client.

Clients may revoke authorization for future use by submitting written notice.

USES & DISCLOSURES THAT DO NOT REQUIRE AUTHORIZATION

Subject to applicable law, Renewed Strands may use or disclose your PHI without authorization for:

- appointment reminders,
 - health-related communications,
 - public health activities,
 - health oversight activities,
 - judicial or administrative proceedings,
 - law enforcement requests,
 - workers' compensation requirements,
 - preventing serious threats to health or safety,
 - or other situations permitted or required by law.
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YOUR RIGHTS REGARDING YOUR INFORMATION

You have the right to:

- request restrictions on certain uses or disclosures,
- request confidential communication methods,
- request access to your records,
- request corrections to your records,
- receive a paper or electronic copy of this Notice,
- request an accounting of disclosures when applicable,
- revoke authorizations previously granted,
- and file a complaint if you believe your rights have been violated.

Requests must generally be submitted in writing.

Renewed Strands will not retaliate against you for filing a complaint.

ELECTRONIC COMMUNICATION & TELEHEALTH

Renewed Strands may utilize HIPAA-compliant electronic systems including SimplePractice, secure messaging platforms, telehealth technology, email, and electronic documentation systems.

While every effort is made to protect your information, electronic communication may involve some level of risk.

Electronic communication should not be used for emergencies or urgent medical concerns.

CHANGES TO THIS NOTICE

Renewed Strands reserves the right to change the terms of this Notice at any time. Updated versions will apply to all protected health information maintained by the practice and will be made available upon request.
