

MARIN OPTIMAL HEALTH

NOTICE OF PRIVACY PRACTICES

Effective Date: August 14, 2026

Marin Optimal Health

Dr. Sara Kendall Gordon, L.Ac., DAOM
55 Professional Center Parkway, Suite F
San Rafael, CA 94903
Phone: (415) 479-2027

YOUR INFORMATION. YOUR RIGHTS. OUR RESPONSIBILITIES.

This Notice describes how medical information about you may be used and disclosed, how you can obtain access to this information, and the rights you have concerning your health information. Please review it carefully.

Marin Optimal Health is committed to maintaining the privacy and security of your protected health information (“PHI”). PHI includes information that identifies you and relates to your health, medical condition, treatment, payment for healthcare, or healthcare services.

This Notice describes our responsibilities under the Health Insurance Portability and Accountability Act (“HIPAA”), applicable California privacy laws, and other laws that may provide additional protections for your medical information.

Where California law provides greater privacy protection than federal law, Marin Optimal Health will follow the more protective law.

YOUR RIGHTS

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

Get an Electronic or Paper Copy of Your Medical Record

You may ask to inspect or obtain an electronic or paper copy of your medical record and other health information maintained by Marin Optimal Health.

We will provide access or copies within the time required by applicable federal and California law.

We may charge a reasonable, cost-based fee permitted by law for copying, supplies, postage, or preparation of records.

To request your records, contact Marin Optimal Health.

Ask Us to Correct Your Medical Record

If you believe health information in your record is incorrect or incomplete, you may ask us to amend it.

We may deny your request in certain circumstances permitted by law, but if we do, we will explain the reason in writing.

You may have the right to submit a written statement disagreeing with our decision.

Request Confidential Communications

You may ask us to communicate with you in a particular way or at a particular location.

For example, you may ask us to:

- Call only a specific telephone number
- Leave messages only under specified circumstances
- Send correspondence to a different address
- Use another reasonable method of communication

We will accommodate reasonable requests.

Ask Us to Limit What We Use or Share

You may ask us not to use or disclose certain health information for treatment, payment, or healthcare operations.

We are generally not required to agree to every requested restriction.

However, if you pay for a healthcare service or item completely out of pocket, you may ask us not to disclose information about that service to your health plan for payment or healthcare operations. We will honor that request unless disclosure is required by law.

If we agree to another restriction, we will comply with it except where disclosure is necessary for emergency treatment or otherwise required by law.

Get a List of Certain Disclosures

You may request an accounting of certain disclosures of your health information made during the six years before the date of your request.

The accounting generally does not include disclosures made for treatment, payment, healthcare operations, disclosures you authorized, and certain other disclosures permitted by law.

We will provide one accounting during any 12-month period without charge. We may charge a reasonable, cost-based fee for additional requests during the same 12-month period after informing you of the cost.

Get a Copy of This Notice

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

A current copy will also be available through Marin Optimal Health and, when applicable, on our website.

Choose Someone to Act for You

If you have given another person medical power of attorney or another individual is legally authorized to act as your personal representative, that person may exercise your privacy rights on your behalf.

We will verify the person's authority before taking action.

Receive Notice of a Breach

We are required to notify you following a breach of unsecured protected health information when notification is required by law.

California law may impose additional notification and reporting requirements.

File a Complaint

You may file a complaint if you believe your privacy rights have been violated.

You may contact:

Privacy Officer

Dr. Sara Kendall Gordon
Marin Optimal Health
55 Professional Center Parkway, Suite F

San Rafael, CA 94903
Phone: (415) 479-2027

You may also file a complaint with the:

**U.S. Department of Health and Human Services
Office for Civil Rights**

Information about filing a HIPAA complaint is available through the U.S. Department of Health and Human Services Office for Civil Rights.

You may also have the right to contact an appropriate California licensing or regulatory agency regarding concerns governed by California law.

Marin Optimal Health will not retaliate against you for filing a privacy complaint or exercising your privacy rights.

YOUR CHOICES

For certain health information, you may tell us your preferences regarding how your information is shared.

Family, Friends, and Others Involved in Your Care

You may tell us whether we may share information with:

- Family members
- Close friends
- Caregivers
- Other individuals involved in your care
- Persons involved in payment for your care

If you are unable to communicate your preference, we may use professional judgment to disclose limited information when we believe the disclosure is in your best interest and is permitted by law.

Disaster Relief

We may share limited information with disaster-relief organizations when necessary to assist with notification or coordination of care, unless you object when given the opportunity to do so.

Marketing

We will not use or disclose your PHI for marketing purposes when your written authorization is required by law without obtaining that authorization.

Sale of Health Information

We will not sell your protected health information where authorization is required by law without obtaining your written authorization.

Psychotherapy Notes

If Marin Optimal Health maintains psychotherapy notes as that term is defined by HIPAA, most uses and disclosures of those notes require your written authorization.

Fundraising

If Marin Optimal Health conducts fundraising activities permitted under HIPAA, you may tell us not to contact you again for fundraising purposes.

HOW WE TYPICALLY USE OR SHARE YOUR HEALTH INFORMATION

Treatment

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

For example, we may share relevant information with another practitioner, laboratory, pharmacy, or healthcare professional involved in your care when permitted by law.

Healthcare Operations

We may use and share your health information to operate our practice and improve the quality of care we provide.

Examples include:

- Quality assessment
- Staff training
- Business management
- Compliance activities
- Reviewing the effectiveness of services

- Communicating with you about your care
- Maintaining appropriate patient records

Payment

We may use and disclose health information as necessary to bill and obtain payment for healthcare services.

This may include disclosures to health plans, billing services, or other entities involved in payment.

OTHER USES AND DISCLOSURES PERMITTED OR REQUIRED BY LAW

We may use or disclose your health information in other situations permitted or required by federal or California law.

These may include the following.

Public Health and Safety

We may disclose information for certain public health purposes, including:

- Preventing or controlling disease
- Reporting adverse reactions to medications
- Assisting with product recalls
- Reporting suspected abuse, neglect, or domestic violence when permitted or required by law
- Preventing or reducing a serious and imminent threat to health or safety

Health Oversight

We may disclose health information to authorized health oversight agencies for activities such as audits, investigations, inspections, licensing, and disciplinary proceedings as permitted or required by law.

Research

We may use or disclose health information for research when applicable legal requirements have been satisfied.

Required by Law

We will disclose health information when state or federal law requires us to do so.

Organ and Tissue Donation

If applicable, we may disclose health information to organizations involved in organ, eye, or tissue donation and transplantation.

Coroners, Medical Examiners, and Funeral Directors

We may disclose health information as permitted by law to coroners, medical examiners, or funeral directors following an individual's death.

Workers' Compensation

We may disclose health information as authorized or required by workers' compensation laws and similar programs.

Law Enforcement and Government Requests

We may disclose health information for certain law-enforcement or government purposes only when permitted or required by applicable law.

California law may place additional restrictions on disclosure of medical information to law enforcement or government agencies, including certain information concerning sensitive healthcare services.

Judicial and Administrative Proceedings

We may disclose health information in response to a valid court or administrative order or other lawful process, but only as permitted by applicable federal and California privacy law.

CALIFORNIA MEDICAL PRIVACY PROTECTIONS

California law provides privacy protections that may be more protective than federal HIPAA requirements.

Marin Optimal Health will comply with applicable provisions of the California Confidentiality of Medical Information Act and other California laws governing medical information.

In appropriate circumstances, California law may provide additional protections for information concerning:

- Reproductive healthcare
- Sexual and reproductive health
- Mental health treatment
- Substance use disorder treatment
- HIV/AIDS information
- Genetic information
- Gender-affirming care
- Other categories of sensitive medical information

Where California law restricts a disclosure more strongly than HIPAA, we will follow California law.

REPRODUCTIVE AND OTHER SENSITIVE HEALTH INFORMATION

California law provides significant protections for reproductive-health information and other sensitive health information.

Marin Optimal Health will not disclose protected medical information relating to reproductive healthcare, gender-affirming care, or other sensitive services except as permitted or required by applicable California and federal law.

Certain requests originating outside California may be subject to additional restrictions under California law.

SUBSTANCE USE DISORDER RECORDS

To the extent Marin Optimal Health receives or maintains substance use disorder patient records protected by **42 CFR Part 2**, additional confidentiality protections apply.

Such Part 2 records generally may not be used or disclosed in civil, criminal, administrative, or legislative investigations or proceedings against you unless:

1. You provide written consent that specifically permits the use or disclosure; or
2. The disclosure is authorized by an appropriate court order and other applicable legal requirements are satisfied.

If Marin Optimal Health uses Part 2 information for fundraising, when applicable, you will receive appropriate notice and the opportunity to opt out as required by law.

APPOINTMENT REMINDERS AND COMMUNICATIONS

Marin Optimal Health may contact you to provide:

- Appointment reminders
- Scheduling information
- Information relating to treatment
- Follow-up communications
- Information regarding services that may be relevant to your care

You may request reasonable restrictions regarding how or where we contact you.

When leaving voicemail or communicating with another person who answers your telephone, we will take reasonable steps to limit the information disclosed.

EMAIL AND ELECTRONIC COMMUNICATIONS

Electronic communications may carry privacy and security risks.

If you communicate with Marin Optimal Health by ordinary email or text message, you acknowledge that these methods may not provide the same security protections as an approved secure healthcare communication system.

We encourage patients not to send highly sensitive medical information through unsecured electronic communications unless specifically instructed to do so.

We will take reasonable steps to safeguard electronic protected health information in accordance with applicable law.

BUSINESS ASSOCIATES

We may provide protected health information to contractors or service providers that perform services on our behalf and qualify as business associates under HIPAA.

Where required, these business associates must enter into written agreements requiring them to appropriately safeguard protected health information.

Examples may include:

- Billing providers
 - Electronic health-record vendors
 - Information technology providers
 - Secure communication vendors
 - Certain laboratory or administrative service providers
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OUR RESPONSIBILITIES

Marin Optimal Health is required by law to:

- Maintain the privacy and security of your protected health information
- Provide you with this Notice describing our legal duties and privacy practices
- Follow the terms of the Notice currently in effect
- Notify affected individuals when required following certain breaches of unsecured protected health information
- Comply with applicable California medical privacy requirements

We will not use or disclose your health information in a manner not described in this Notice unless you authorize us to do so in writing or another use or disclosure is permitted or required by law.

If you provide written authorization, you may revoke that authorization in writing at any time, except to the extent we have already acted in reliance upon it.

CHANGES TO THIS NOTICE

We reserve the right to change the terms of this Notice and to make the revised Notice apply to health information we already maintain as well as information we receive in the future.

When we make a material change, the revised Notice will be available:

- At Marin Optimal Health's office
- Upon request
- On our website, if we maintain a website describing our healthcare services

The revised Notice will state its effective date.

CONTACT INFORMATION

Questions about this Notice or Marin Optimal Health's privacy practices may be directed to:

Dr. Sara Kendall Gordon, Privacy Officer

Marin Optimal Health

55 Professional Center Parkway, Suite F

San Rafael, CA 94903

Phone: (415) 479-2027