

CareFlite
Notice of Privacy Practices

IMPORTANT: 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.

IF YOU HAVE ANY QUESTIONS ABOUT IT, PLEASE CONTACT:

CAREFLITE COMPLIANCE OFFICE

Phone: 972-339-4200

Email: privacy@careflite.org

Purpose of This Notice: This Notice describes how CareFlite may use and disclose your protected health information (“PHI”), your rights regarding your PHI, and our legal duties and privacy practices. CareFlite is required by law to protect the privacy and security of your PHI and follow the terms of the Notice currently in effect.

Texas Privacy Protections. Texas EMS records are confidential and privileged. CareFlite will disclose them only with a written consent that meets Texas law or when a specific Texas exception applies, such as for diagnosis, evaluation, or treatment; payment or collection; certain audits, evaluations, system improvement, or research; imminent danger; or disclosures to governmental agencies when authorized or required by law. A Texas EMS-record consent must identify the records, purpose, and recipient. Certain mental health, substance use disorder, HIV-related, genetic, and other specially protected information may have additional restrictions, and CareFlite will follow the more protective law.

Uses and Disclosures of Your PHI We Can Make Without Your Authorization

CareFlite creates, receives, maintains, and may disclose PHI electronically. Except for treatment, payment, health care operations, or disclosures otherwise permitted or required by law, Texas law generally requires a separate authorization for each electronic disclosure. Subject to those and other more-protective requirements, CareFlite may use or disclose your PHI without your written authorization, or without providing you an opportunity to object, for the following purposes:

Treatment. We may use and disclose your PHI to provide, coordinate, or manage your treatment and transport. For example, we may share a patient care report with the hospital receiving you and communicate with dispatch, medical control, and other health care providers involved in your care.

Payment. We may use and disclose your PHI to bill and obtain payment for services, determine coverage or medical necessity, manage claims, and collect amounts due. For example, we may send information about your transport to your health plan so it can process and pay the claim.

Health Care Operations. We may use and disclose your PHI for CareFlite operations, including quality and patient-safety activities, training, credentialing, auditing, compliance, legal and financial services, and business administration. For example, we may review patient care reports to improve documentation and the quality of care.

Fundraising. We may use limited PHI to contact you to raise funds for CareFlite as permitted by law. You may opt out of future fundraising communications at any time by contacting the CareFlite Compliance Office, and your choice will not affect your care. If CareFlite uses or discloses Part 2 records for fundraising, we will first provide a clear and conspicuous opportunity for you to elect not to receive those communications.

Subscription Program and Other Services. We may contact you about CareFlite's subscription program or other health-related services and benefits that may interest you, when permitted by law. We will obtain written authorization for marketing communications when required by law.

Other Uses and Disclosures We Can Make Without Authorization

As permitted or required by applicable federal and Texas law, we may use or disclose PHI:

- As required by law, including disclosures to the U.S. Department of Health and Human Services to demonstrate compliance with federal privacy law;
- To family, friends, or others involved in your care or payment, or to disaster-relief organizations, when you agree, do not object, or the disclosure is otherwise permitted by law. For confidential Texas EMS records, written consent or a specific statutory exception may be required;
- For public health and safety activities, including disease reporting, product recalls, reports of abuse, neglect, or domestic violence, adverse events, and preventing or reducing a serious threat to health or safety;
- For health oversight, audits, investigations, program evaluation, system improvement, and compliance activities when applicable legal requirements are met;
- For judicial, administrative, and law-enforcement purposes when all applicable federal and Texas requirements are met, including the specific confidentiality protections for Texas EMS records;
- For workers' compensation, military, national security, correctional or lawful-custody purposes, and other government functions when permitted by law;
- To coroners, medical examiners, funeral directors, and organ or tissue donation organizations as permitted by applicable law; and
- For legally permitted research subject to applicable safeguards. When Texas EMS records are involved, any research, audit, or evaluation report will not directly or indirectly identify a patient.

Special Protection for Part 2 Records. Substance use disorder treatment records received from programs subject to 42 CFR Part 2, or testimony relaying the content of those records, will not be used or disclosed in any civil, criminal, administrative, or legislative investigation or proceeding against you unless based on your written consent or a court order entered after notice and an opportunity to be heard is provided to you or the holder of the record, as required by Part 2. A court order authorizing use or disclosure must be accompanied by a subpoena or other legal requirement compelling disclosure before the record is used or disclosed.

Uses and Disclosures of Your PHI That Require Your Written Authorization

Uses or disclosures not otherwise permitted or required by law will be made only with your written authorization. We must obtain your written authorization for most uses and disclosures of psychotherapy notes, marketing communications when authorization is required by law, and disclosures that constitute a sale of PHI, except as otherwise permitted by law. Texas EMS-record consents must meet the requirements described above. You may revoke an authorization in writing at any time, except to the extent we have already relied on it.

Substance Use Disorder Patient Records. To the extent CareFlite receives or maintains records subject to 42 CFR Part 2, we may use and disclose those records for treatment, payment, and health care operations only as permitted by Part 2 and the consent under which CareFlite received them. Other uses and disclosures will be made only as permitted by Part 2. The special proceeding protections described above continue to apply.

Your Rights Regarding Your PHI

As a patient, you have a number of rights with respect to your PHI, including:

Access and copies. You may inspect or obtain an electronic or paper copy of most PHI we maintain and may request that a copy be sent to another person or entity as permitted by law. We generally will act on your request within 30 calendar days under HIPAA and, when Texas's shorter deadline applies to an electronic health record, within 15 business days. Access may be denied in limited circumstances, and reasonable cost-based fees may apply.

Amendments. You may ask us in writing to amend PHI we maintain about you. Please explain why you believe the information is incorrect or incomplete. We will respond within the time required by law and explain any denial and applicable rights.

Accounting of disclosures. You may request a list of certain disclosures made during the six years before your request. Disclosures not subject to accounting requirements, including certain treatment, payment, health care operations, and authorized disclosures, are excluded. One accounting in a 12-month period is free; reasonable fees may apply to additional requests.

Restrictions. You may ask us to restrict certain uses or disclosures. We generally are not required to agree unless required by law, and we will comply with restrictions we agree to. If you or someone on your behalf pays in full out-of-pocket for a service, you may require us not to disclose PHI that pertains solely to that service to your health plan for payment or health care operations unless disclosure is required by law.

Breach notification. We will notify you of a breach of unsecured PHI when required by law.

Confidential communications. You may request that we communicate with you in a specific way or at an alternative location. We will accommodate reasonable requests.

Personal representative. A person legally authorized to act for you may exercise your privacy rights after we verify that authority.

Contact the CareFlite Compliance Office to exercise these rights.

Copies of This Notice

The current Notice is available on CareFlite's website. You may request a paper copy at any time, even if you agreed to receive it electronically.

Revisions to the Notice

We may change this Notice and our privacy practices as permitted by law, and changes may apply to all PHI we maintain. A revised Notice will be available upon request, at applicable CareFlite locations, and on our website.

Your Legal Rights and Complaints

If you believe your privacy rights have been violated, you may file a complaint with CareFlite by contacting:

CareFlite Compliance Office

972-339-4200 | privacy@careflite.org

You may also file a complaint with the U.S. Department of Health and Human Services Office for Civil Rights by mail at 200 Independence Avenue, S.W., Washington, D.C. 20201, by telephone at 1-877-696-6775, or online through the HHS Office for Civil Rights complaint process. CareFlite will not retaliate against you for filing a complaint, exercising your privacy rights, or participating in a privacy-related investigation or proceeding.

Our Responsibilities

We are required by law to maintain the privacy of your PHI, provide you with notice of our legal duties and privacy practices, notify affected individuals following a breach of unsecured PHI, and follow the Notice currently in effect. We will not use or disclose PHI except as described in this Notice or as otherwise permitted or required by law.

Effective Date of the Notice: 10/1/2026