Concierge Care | Notice of Privacy Practices

Joint notice of the Concierge Care companies listed on page 2 | Privacy Officer: 904-861-0196

Effective Date: 10/23/2026

Your Information. Your Rights. Our Responsibilities.

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.

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. 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.

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

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 the nurses, aides and caregivers who provide or are referred to provide your care, your physicians, and other professionals involved in your care.
Example: We share your care needs with the nurse, aide or caregiver providing your care.

RUN OUR ORGANIZATION

We can use and share your health information to run our organization, improve our services, and contact you when necessary.
Example: We use health information about you to arrange qualified staff or caregivers and to respond to questions or complaints.

BILL FOR YOUR SERVICES

We can use and share your health information to bill and get payment from you, Medicare, Medicaid, your long-term care insurer, or other payors, including through billing companies such as Summit Solutions.
Example: We give information about you to Medicare or your long-term care 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 have to meet many conditions in the law before we can share your information for these purposes. For more information see: www.hhs.gov/ocr/privacy/hipaa/understanding/consumers/index.html

STATE LAW AND SENSITIVE INFORMATION

- In some cases, state laws or other federal laws provide greater privacy protections for specific types of "sensitive" health information than the general HIPAA rules. This may include information related to reproductive health (including abortion and contraception), HIV/AIDS, mental health, or genetic testing. When these stricter laws apply, we will follow the law that provides you with the most protection before sharing that information with others.

SUBSTANCE USE DISORDER RECORDS (42 CFR PART 2)

- If we receive substance use disorder treatment records protected by 42 CFR Part 2, we will use and disclose them for treatment, payment, and health care operations only with your written consent, and only as permitted by law.
- **Prohibition on Use in Legal Proceedings:** We are prohibited from using or disclosing your substance use disorder records subject to 42 CFR Part 2 in any civil, criminal, administrative, or legislative proceedings against you without your specific written consent or a court order.

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

DO RESEARCH

We can use or share your information for health research.

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.

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.

FOR MORE INFORMATION SEE:

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

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.

FILE A COMPLAINT IF YOU FEEL YOUR RIGHTS ARE VIOLATED

- You can complain if you feel we have violated your rights by contacting the Privacy Officer at 904-861-0196.
- 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.

Who This Notice Covers

These Concierge Care companies ("CC"), each d/b/a Concierge Care, are a single affiliated covered entity under 45 C.F.R. § 164.105(b) and follow this notice. Nurse registries, then home health agencies:

Company	AHCA Lic.	Address	Phone
CC, LLC	30211656	6817 Southpoint Parkway, Suite 1003, Jacksonville, FL 32216	904-861-0196
CC of Daytona, LLC	30211776	555 West Granada Blvd., Suite H-9, Ormond Beach, FL 32174	386-868-1555
CC of Tampa, LLC	30211921	6601 Memorial Highway, Suite 100, Tampa, FL 33615	813-249-2273
CC of Fort Myers, LLC	30211933	3033 Winkler Ave., Suite 120, Fort Myers, FL 33916	239-689-3090
CC of Ocala, LLC	30211944	10840 N. US Hwy 301, Suite B, Oxford, FL 34484	352-818-6990
CC of Palm Coast, LLC	30211962	14 Office Park Drive, Suite 4, Palm Coast, FL 32137	386-337-3006
CC of Orlando, LLC	30212047	238 N. Westmonte Drive, Suite 100, Altamonte Springs, FL 32714	407-613-2293
CC of Clearwater, LLC	30212026	2963 Gulf to Bay Blvd., Suite 323, Clearwater, FL 33759	727-669-2273
CC of Ponte Vedra, LLC	30212045	230 Canal Blvd., Unit 4, Ponte Vedra Beach, FL 32082	904-429-4440
CC of Gainesville, LLC	30212085	9200 NW 36th Place, Unit B, Gainesville, FL 32606	352-448-7871
CC of Amelia Island, LLC	30212120	649 Amelia Island Parkway, Suite CC, Fernandina Beach, FL 32034	904-478-8440
CC of St. Augustine, LLC	30212139	3505 US-1, Suite 4, St. Augustine, FL 32086	904-490-9194
CC of Palm Beach, LLC	30212214	1800 SE Port St Lucie Blvd, Port St. Lucie, FL 34952	561-563-7995
CC of Orange Park, LLC	30212535	1857 Wells Rd., Suite 5A, Orange Park, FL 32073	904-441-6860
CC of NE Florida, LLC	299995727	1857 Wells Rd., Suite 5B, Orange Park, FL 32073	904-530-2010
CC of Central FL, LLC	299995910	238 N. Westmonte Drive, Suite 100, Altamonte Springs, FL 32714	407-745-0999
CC of North Central FL, LLC	299995913	9200 NW 36th Place, Unit B, Gainesville, FL 32606	352-310-0006

Acknowledgment: you confirm receipt of this notice on your Client Agreement.