

# Creekside Kids Dentistry

## Notice of Privacy Practices

1855 Olympic Blvd, Suite 360, Walnut Creek, CA 94596 · (925) 504-1200

Effective date: April 17, 2026 · Version 1.0

**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.**

### Our Commitment to Your Privacy

Creekside Kids Dentistry ("we," "us," or "the practice") is required by federal law (the Health Insurance Portability and Accountability Act, or HIPAA) and California law (the Confidentiality of Medical Information Act, or CMIA) to maintain the privacy of your protected health information (PHI), to provide you with this Notice of our legal duties and privacy practices, and to follow the terms of the Notice currently in effect. We are also required to notify you following a breach of your unsecured PHI.

### How We May Use and Disclose Your Health Information

We use and disclose your PHI for the following purposes without obtaining your written authorization:

#### Treatment

We use your PHI to provide dental care. For example, we share information with the dental assistants, hygienists, and other providers involved in your child's care, and we may send records or radiographs to a specialist we refer you to (for example, an orthodontist or oral surgeon).

#### Payment

We use your PHI to bill and collect payment for services. For example, we submit claims to your dental insurance plan, verify benefits, obtain pre-authorizations, and share information with collections agencies if an account becomes past due.

#### Health Care Operations

We use your PHI to run the practice effectively. This includes quality review, staff training, legal consultation, business planning, and communicating with you about appointments, treatment options, and practice updates.

#### Other Uses and Disclosures Permitted Without Authorization

Federal and state law permit or require us to use or disclose PHI without authorization in limited circumstances, including:

- Public health activities (disease reporting, child-abuse reporting, vaccine registries).
- Health oversight activities (audits, investigations, licensure actions).
- Judicial and administrative proceedings (in response to a valid subpoena or court order).
- Law enforcement, as permitted or required by law.
- Coroners, medical examiners, and funeral directors.
- Serious threats to health or safety.
- Specialized government functions (military, national security, correctional institutions).
- Workers' compensation, to the extent required by California law.

- To comply with mandatory reporting obligations under California law.

### **Appointment Reminders and Health-Related Communications**

We may contact you by phone, text message, email, or postal mail to remind you of appointments, notify you of test results, and share information about treatment alternatives or services we provide. You may ask us to contact you only at a specific phone number or address — see "Confidential Communications" below.

### **Uses and Disclosures That Require Your Written Authorization**

Except as described above, we will not use or disclose your PHI without your written authorization. In particular, we will obtain your authorization before:

- Marketing communications that involve financial remuneration to us from a third party.
- Selling your PHI.
- Most uses or disclosures of psychotherapy notes (not typical in a dental practice).
- Sharing PHI with any person who is not involved in your care, unless permitted or required by law.
- Use of your PHI in connection with the sale or transfer of the practice, to the extent required by California Civil Code § 56.10.

You may revoke any authorization you give us, in writing, at any time. Your revocation will not affect uses or disclosures we already made in reliance on your prior authorization.

### **Additional Protections Under California Law**

California law (Civil Code § 56 et seq.) provides additional protections for medical information. Where California law is stricter than HIPAA, we follow California law. In particular:

- We will not disclose your medical information for marketing purposes without your specific written authorization.
- We will not sell, lease, or exchange your medical information for money or other valuable consideration.
- In the event of a breach of your medical information, we will notify you as required by California law, which may be faster and more specific than HIPAA breach notification.
- You have the right to inspect your records within five (5) working days of a written request, and to obtain copies within fifteen (15) days — rights that are faster than those under HIPAA.

### **Additional Protections for Substance Use Disorder (SUD) Records**

Some of the health information we maintain may relate to substance use disorder diagnosis, treatment, or referral for treatment. This information may be subject to additional federal confidentiality protections under a law known as 42 C.F.R. Part 2, which provides greater privacy protections than HIPAA for certain records. When these additional protections apply, we may be more limited in how we use or disclose this information, even for treatment, payment, or health care operations, unless you provide written consent or another legal exception applies.

### **Redisclosure of Your Information**

When we disclose your PHI as permitted by law, the recipient may redisclose that information and the redisclosure may no longer be protected by HIPAA or CMIA. We have no control over redisclosures made by entities outside our practice. You may limit this risk by specifying restrictions on disclosure (see "Your Rights" below).

## Special Protections for Minors

Most of our patients are minors. California law allows a minor of any age to consent to limited types of care on their own (for example, certain mental-health, reproductive, or substance-use services). Dental care is generally provided with parental or guardian consent. When a minor consents to care on their own under California law, that minor's PHI about that care is protected from disclosure to the parent or guardian unless the minor authorizes disclosure or another legal exception applies.

At check-in, we verify the identity of the adult accompanying a minor and only release records or treatment information to individuals authorized on file. Custody disputes are addressed under our Custody and Consent Policy; please speak with our front-desk team or the Privacy Officer if you have questions.

## Your Rights

You have the following rights regarding the PHI we maintain about you or your child:

### Right to Inspect and Copy

You have the right to inspect and obtain a copy of your PHI. Under California law, we will make records available for inspection within five (5) working days and will provide copies within fifteen (15) days of a written request. We may charge a reasonable, cost-based fee for copies.

### Right to Amend

If you believe information in your record is inaccurate or incomplete, you may request that we amend it. Submit your request in writing with a reason supporting the requested amendment. We may deny the request in limited circumstances and will explain the denial and your further rights.

### Right to an Accounting of Disclosures

You have the right to request a list of certain disclosures we have made of your PHI, other than disclosures for treatment, payment, or health care operations. The first list in any 12-month period is free; we may charge a reasonable fee for additional lists.

### Right to Request Restrictions

You have the right to request a restriction on the way we use or disclose your PHI. We are not required to agree to most restrictions. However, if you pay in full out-of-pocket for a service and request that we not disclose that service to your health plan for payment or operations purposes, we will honor that request unless disclosure is required by law.

### Right to Confidential Communications

You have the right to request that we communicate with you about medical matters in a specific way or at a specific location. For example, you may ask us to contact you only at work, only by a specific phone number, or only by postal mail. We will accommodate reasonable requests.

### Right to a Paper Copy of This Notice

You have the right to a paper copy of this Notice at any time, even if you have agreed to receive it electronically.

### Right to Breach Notification

You have the right to be notified if we discover a breach of your unsecured PHI, as required by HIPAA and California law.

### How to Exercise Your Rights

All requests must be submitted in writing to our Privacy Officer (see contact information below). Forms are available at the front desk or by request.

## Our Duties

We are required by law to:

- Maintain the privacy and security of your PHI.
- Provide you with this Notice of our legal duties and privacy practices.
- Follow the terms of the Notice currently in effect.
- Notify you of any breach of your unsecured PHI as required by law.

We reserve the right to change this Notice at any time and to make the new Notice provisions effective for all PHI we maintain. A current copy of the Notice will always be available at the front desk and posted on our website at [creeksidekidsdentistry.com](http://creeksidekidsdentistry.com). If we make a material change, we will notify you the next time you visit and post the updated Notice prominently.

## Complaints

If you believe your privacy rights have been violated, you may file a complaint with us or with the federal government. There will be no retaliation against you for filing a complaint.

### Complaints to the Practice

Submit written complaints to our Privacy Officer at the address below, or call us at (925) 504-1200.

### Complaints to the Federal Government

U.S. Department of Health and Human Services, Office for Civil Rights  
200 Independence Avenue SW, Room 509F, HHH Building, Washington, D.C. 20201  
Phone: 1-800-368-1019 · TDD: 1-800-537-7697  
Website: [www.hhs.gov/ocr/privacy/hipaa/complaints/](http://www.hhs.gov/ocr/privacy/hipaa/complaints/)

### Complaints to California Authorities

The California Department of Public Health and the California Attorney General also accept complaints regarding medical privacy under CMIA.

## Contact Our Privacy Officer

<b>Privacy Officer</b>	Dr. Michael Sychrava, DMD
<b>Practice</b>	Creekside Kids Dentistry
<b>Address</b>	1855 Olympic Blvd, Suite 360, Walnut Creek, CA 94596
<b>Phone</b>	(925) 504-1200
<b>Email</b>	<a href="mailto:info@creeksidekidsdentistry.com">info@creeksidekidsdentistry.com</a>

This Notice is effective on the date shown at the top of this page. Paper copies are available at the front desk, and an electronic copy is posted at [creeksidekidsdentistry.com/notice-of-privacy-practices/](http://creeksidekidsdentistry.com/notice-of-privacy-practices/).