PATIENT INFORMATION GUIDE

Your Health Information at TrueCare

A simple guide to your privacy, your choices, and how connected records can support your care.

Our promise to you

Your trust matters. TrueCare DPC protects your health information, uses it only for appropriate purposes, and gives you meaningful choices about how it is shared. This guide explains those choices in plain language.

The essentials

PRIVATE

We safeguard your medical and personal information.

CONNECTED

With your permission, we can use Carequality to exchange records with outside treating providers.

YOUR CHOICE

You may say yes or no to Carequality. Your decision will not affect your ability to receive care at TrueCare.

YOUR RIGHTS

You may access your record, request corrections, and ask questions or file a privacy complaint.

What is protected health information?

Protected health information, often called PHI, is information that identifies you and relates to your health, treatment, or payment for care. It can include your medical history, diagnoses, medications, test results, appointment information, contact details, and billing records.

How TrueCare uses your information

- To provide and coordinate your care, including referrals, prescriptions, laboratory services, and communication with other treating professionals.
- To operate the practice, improve quality, maintain records, train staff, and contact you about your care.
- To collect membership fees and other patient-authorized charges. TrueCare is a cash-pay practice and does not routinely bill insurance for membership services.
- When permitted or required by law for public health, safety, oversight, workers' compensation, or legal purposes.

We do not sell your health information

TrueCare will not sell your PHI. Most marketing uses, most uses of psychotherapy notes, and uses not otherwise described in our privacy practices require your written permission.

YOU STAY INFORMED AND IN CONTROL

Your Privacy Rights

See or receive your record

Ask to inspect or receive an electronic or paper copy of your medical record. We generally respond within 30 days and may charge only a reasonable, cost-based fee.

Request a correction

Ask us to correct information you believe is inaccurate or incomplete. If we deny the request, we will explain why in writing.

Choose how we contact you

Ask us to use a specific phone number, mailing address, email, portal, or other reasonable communication method.

Request a restriction

Ask us to limit certain uses or disclosures. We are not always required to agree. If you pay in full, you may ask us not to disclose that care to a health plan unless the law requires it.

Receive a disclosure list

Ask for an accounting of certain disclosures made during the previous six years. Many routine treatment, payment, and operations disclosures are excluded.

Choose a representative

A legally authorized personal representative may exercise your rights. We will verify that authority before acting.

Receive this information

Ask for a paper copy of this guide and our full Notice of Privacy Practices at any time.

Raise a concern

Contact TrueCare's Privacy Officer or file a complaint with the U.S. Department of Health and Human Services. TrueCare will not retaliate against you.

Information that may receive extra protection

Federal or state law may provide additional protection for certain records, including mental health treatment, substance use disorder treatment, HIV or other communicable disease information, genetic testing, reproductive or sexual health information, and some records involving minors. TrueCare follows the law that gives your information the greater protection.

Substance use disorder records

To the extent TrueCare receives or maintains records protected by 42 CFR Part 2, those records will not be used or disclosed in investigations or proceedings against you without written consent or appropriate legal authority. TrueCare does not share psychotherapy notes or substance use disorder treatment documentation through Carequality.

Our responsibilities

- Maintain the privacy and security of your PHI.
- Notify you promptly if a breach may have compromised your information.
- Follow the Notice of Privacy Practices currently in effect.
- Use or disclose only the minimum necessary information when that standard applies.

ELATION ELECTRONIC HEALTH RECORD

Connected Care Through Carequality

What is Carequality?

Carequality is a nationwide health information exchange framework. It allows participating health care organizations using different electronic record systems to securely locate and exchange information for patients they treat.

How it can help your care

- Gives TrueCare a more complete view of care you received elsewhere and supports safer referrals and follow-up.
- Helps reduce repeat testing and gaps in medication or allergy information.
- Allows another participating provider involved in your treatment to request available TrueCare information for treatment purposes.

How the exchange works

1

You decide

TrueCare records Yes or No in Elation.

2

Records are matched

Your demographics are compared for a high-confidence match.

3

Information flows

With consent, TrueCare may find or share records for treatment.

What information may be exchanged?

- Allergies and reactions
- Medication history
- Health problems
- Encounters and procedures
- Immunizations
- Vital signs
- Relevant tests and lab results
- Assessments and care plans
- Goals and health concerns
- Functional or mental status
- Implantable devices
- Referral information

Important limits

- Carequality is for treatment exchange with providers who have or have had a treating relationship with you.
- Results depend on participating organizations, matching demographics, and consent. The available record may not be complete.
- Elation sends a standardized CCDA record and may receive CCDA documents, PDFs, or images. Carequality does not selectively share only part of the TrueCare chart.

Sensitive records

TrueCare will not share a chart containing psychotherapy notes or substance use disorder treatment documentation through Carequality. You may select No if you do not want sensitive information, including reproductive health information, available through this connection.

PLEASE REVIEW AND SIGN

Your Choices and Acknowledgment

Carequality consent

Choose one. Your decision applies to TrueCare DPC's use of the Carequality connection in Elation. You may later ask TrueCare to change your recorded choice.

☐ YES, I CONSENT

TrueCare may use Carequality to search for my available outside health records for treatment and may make my TrueCare health information available electronically to other Carequality-enabled providers who request it for treatment and have or have had a treating relationship with me.

☐ NO, I DO NOT CONSENT

TrueCare will not query or share my health information through Carequality. I understand this does not prevent other disclosures permitted or required by law and does not affect my ability to receive care at TrueCare.

Acknowledgment

I acknowledge that I received this Patient Privacy and Carequality Information Guide and was offered TrueCare DPC's full Notice of Privacy Practices. I had an opportunity to ask questions. My signature confirms receipt and my Carequality selection; it does not waive any privacy right.

Patient name (print): _____

Date of birth: _____

Patient / Personal Representative Signature	**Date**
Representative Name (if applicable)	**Relationship / Legal Authority**

Questions or privacy concerns

Privacy Officer	Stefanie Shustek, MD
Phone / Email	_____
Website	www.truecaredpckc.com

You may also file a complaint with the U.S. Department of Health and Human Services Office for Civil Rights at 1-877-696-6775 or www.hhs.gov/hipaa/filing-a-complaint. TrueCare will not retaliate against you.