

Notice of Privacy Practices

River Oak Dental

2186 Harris Ave NE, Suite 3

Palm Bay, FL 32905

Phone: 321-723-2620

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Email: office@riveroakdental.com

Privacy Officer: America Christy, Practice Manager

Effective Date: February 16, 2026

Your Health Information Rights

This Notice describes how medical information about you may be used and disclosed and how you can access this information. Please review it carefully.

River Oak Dental is required by law to maintain the privacy and security of your protected health information (PHI), provide you with notice of our legal duties and privacy practices, and follow the terms of this Notice.

How We May Use and Disclose Your Health Information

We may use and disclose your protected health information for the following purposes:

Treatment

To provide, coordinate, or manage your dental care. This includes communication with specialists, laboratories, pharmacies, and other healthcare providers involved in your treatment.

Payment

To bill and collect payment for services provided to you. This may include contacting insurance companies to verify eligibility, obtain prior authorization, or submit claims.

Healthcare Operations

For activities necessary to operate our practice, such as quality assessment, staff training, accreditation, licensing, audits, and business planning.

Appointment Reminders and Communications

We may contact you by phone, voicemail, text message, email, or mail regarding appointments, treatment alternatives, follow-up care, or other health-related benefits and services.

Individuals Involved in Your Care

We may disclose relevant health information to a family member, friend, or other person involved in your care or payment for your care unless you object.

As Required by Law

We may disclose your health information when required by federal or Florida law, including for public health activities, health oversight activities, judicial proceedings, law enforcement purposes, and to prevent serious threats to health or safety.

Special Protections for Substance Use Disorder (SUD) Records

If River Oak Dental creates, receives, or maintains records relating to substance use disorder diagnosis, treatment, or referral that are subject to federal confidentiality regulations (42 CFR Part 2), those records are afforded additional protections.

Such records may only be used or disclosed as permitted by applicable federal law. Unauthorized use or disclosure is prohibited and may result in penalties. If applicable, these protections are incorporated into our privacy practices.

Your Rights Regarding Your Health Information

You have the right to:

- Inspect and obtain a copy of your health records
- Request amendments to your records if you believe they are incorrect or incomplete
- Request an accounting of certain disclosures
- Request restrictions on certain uses or disclosures
 - We must agree if you request that we not disclose information to your health plan for services you have paid for in full out-of-pocket
- Request confidential communications in a specific manner or location
- Receive a paper copy of this Notice at any time

To exercise any of these rights, please contact our Privacy Officer using the information below.

Our Responsibilities

River Oak Dental is required to:

- Maintain the privacy and security of your protected health information
- Notify you if a breach occurs that may have compromised the privacy or security of your information
- Follow the terms of this Notice currently in effect
- Obtain your written authorization for uses and disclosures not otherwise permitted by law

We reserve the right to change this Notice. Any changes will apply to all information we maintain and will be posted on our website and available in our office.

Complaints

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

America Christy, Privacy Officer

River Oak Dental

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Email: office@riveroakdental.com

You may also file a complaint with the U.S. Department of Health and Human Services. You will not be retaliated against for filing a complaint.

For questions about this Notice or our privacy practices, please contact our office at 321-723-2620.