EASTERN SHORE RURAL HEALTH SYSTEM, INC.

NOTICE OF PRIVACY PRACTICES

Your Health Information and Your Rights

Effective date: November 21, 2026

PLEASE READ THIS NOTICE. It explains how we use and share your health information. It also explains your rights and how to get help.

This notice is for patients of Eastern Shore Rural Health System, Inc. (ESRHS). Some records about treatment for substance use disorder (SUD) have extra privacy rules under a federal law called 42 CFR Part 2. These rules do not cover every note about alcohol or drug use in a medical record.

1. Your Rights

You have the right to:

- See or get a paper or electronic copy of your health records. Some limits may apply. We usually respond within 30 days. We may charge a fee allowed by law.
- Ask us to fix information you think is wrong or missing. If we say no, we will tell you why in writing.
- Ask us to contact you in a different way, such as at another phone number or address. We will honor reasonable requests.
- Ask us not to use or share certain information. We do not have to agree to every request. But in most cases, we must not tell your health plan about care you paid for in full yourself if you ask us not to.
- Ask for a list of certain times we shared your information. Some limits apply. Extra rights for certain SUD records are explained below.
- Get a paper copy of this notice, even if you got it online.
- Have someone act for you if the law allows it. We may need to check that person's authority.
- Make a privacy complaint without being punished for it.

2. Choices You Can Make

You may tell us if we can share information with family, friends, or people helping with your care, when the law allows. You may also tell us not to send fundraising messages.

We usually need your written permission to use your information for marketing, to sell your health information, or to share most psychotherapy notes. Some SUD records need special consent even when other health records do not.

3. How We Use and Share Your Information

Under HIPAA, we may use or share your information without written permission to:

- Treat you, such as sending information to a specialist.

- Get paid, such as sending a claim to your health plan.
- Run our offices, such as checking the quality of care.

The law may also allow or require us to share information for public health, safety, oversight, research with safeguards, abuse or neglect reports, organ donation, workers' compensation, certain government or police needs, or court matters. Special rules may limit what we can share. Stricter SUD or Virginia rules still apply.

4. What We Must Do

- Keep your health information private and secure as required by law.
- Follow this notice and tell people about certain breaches of unsecured health information as required by law.
- Ask for your written permission when the law requires it. You can take back your permission in writing. This may not undo information we already shared based on your permission.
- Make an updated notice available if our privacy practices change. You can get it at our offices, on our website, or by asking us.

5. Extra Rules for Some Substance Use Disorder (SUD) Records

Some records from federally assisted SUD treatment programs have extra protection under 42 CFR Part 2. If ESRHS has or receives records covered by Part 2, we follow those rules.

Your written consent

We usually need your written consent before using or sharing Part 2 records, unless the law allows an exception. You may sign one consent for future sharing for treatment, payment, and health care operations. For example, this may allow us to share records with another care provider or your health plan.

After receiving records with this consent, certain health care providers, health plans, and their business partners may share them again as HIPAA allows. But special rules still protect the records from use against you in legal cases.

When we may share without consent

Part 2 allows some sharing without consent in special cases. Examples include a true medical emergency, certain research, audits, program reviews, reports of suspected child abuse or neglect, crimes at a program, and some court orders. Each case has rules we must follow.

Use of records in legal cases

Part 2 records generally cannot be used against you in a civil, criminal, government, or lawmaking case unless you give special written consent or a judge issues an order that meets Part 2 rules. You or the record holder may have a right to notice and a chance to speak. A court order alone may not require the records to be turned over; another legal demand may also be needed.

More rights for Part 2 records

- Ask us to limit certain sharing you agreed to for treatment, payment, or office operations.

- Ask us not to tell your health plan about covered SUD care you paid for in full yourself, as required by law.
- Ask for a list of certain disclosures of electronic Part 2 records for the past three years, as provided by law. Other disclosure-list rights may also apply.
- Ask for a list of disclosures made through an intermediary for the past three years, when those rules apply.
- Take back your Part 2 consent in writing, with limits for actions already taken.
- Say no to fundraising messages that use Part 2 records.

If a Part 2 program uses your records for fundraising, you will have a clear way to opt out. We will not use or share Part 2 records for other purposes without your consent unless the law allows or requires it.

6. Extra Privacy Rights in Virginia

Your health records

Virginia law also protects your health records. You may ask to see or get copies of your records. You may ask us to send them to someone you approve. You may also ask for a record of certain changes made to your health records. Legal limits may apply.

Virginia Code § 32.1-127.1:03

Privacy for minors

Virginia law lets minors agree to some types of care on their own. This can include certain care for sexually transmitted infections, pregnancy, family planning, outpatient mental health, and outpatient substance use treatment. Special privacy rules may apply. We review requests from parents and guardians under the law.

Virginia Code § 54.1-2969

HIV test results

Virginia law gives HIV test results special privacy protection. We share these results only when the law allows or requires it.

Virginia Code § 32.1-36.1

Mental and behavioral health records

We protect mental and behavioral health information under state and federal law. Some ESRHS services may have more privacy rules if they are covered by Virginia behavioral health regulations.

12VAC35-115-80, when it applies

SUD records and sharing again

We follow Part 2 rules for records that Part 2 protects. Virginia law may also limit sharing. In general, Virginia law limits when someone who receives your health records may share them again for a new purpose without your permission. Exceptions may apply.

42 CFR Part 2; Virginia Code § 32.1-127.1:03

7. Questions or Complaints

If you have questions, want a copy of your records, or want to make a privacy complaint, contact:

Kimberly Savage, Compliance Officer
Eastern Shore Rural Health System, Inc.
20280 Market Street, Onancock, VA 23417
(757) 414-0400, ext. 1108
ksavage@esrh.org

You may also file a complaint with the U.S. Department of Health and Human Services, Office for Civil Rights: www.hhs.gov/ocr/complaints. We will not punish you for making a complaint.

8. About This Notice

This notice applies to ESRHS locations and services covered by HIPAA. It takes effect November 21, 2026. You can ask for a copy at any time.