

NOTICE OF PRIVACY PRACTICES (NPP)

Balanced Minds & Wellness, PLLC

4466 Elvis Presley Blvd Ste 103 #1098

Memphis, TN 38116

Phone: 662-503-8335

Email: care@balancedmindsandwellness.com

THIS NOTICE DESCRIBES HOW MEDICAL INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN ACCESS THIS INFORMATION. PLEASE REVIEW IT CAREFULLY.

Balanced Minds & Wellness is committed to protecting the privacy and confidentiality of your protected health information ("PHI"). This Notice describes how we may use and disclose your health information, your rights regarding your health information, and our legal duties related to maintaining the privacy of your PHI.

OUR RESPONSIBILITIES

We are required by law to: Maintain the privacy and security of your protected health information Provide you with this Notice of Privacy Practices Follow the terms of this notice currently in effect Notify you if a breach occurs that may compromise the privacy or security of your information

HOW WE MAY USE AND DISCLOSE YOUR INFORMATION

Treatment

We may use and disclose your health information to provide, coordinate, or manage your healthcare and related services.

Payment

We may use and disclose your information to obtain payment for healthcare services provided to you.

Healthcare Operations

We may use your information for operational purposes necessary to run our practice.

Appointment Reminders & Communication

We may contact you by phone, voicemail, text message, email, or patient portal regarding appointments, follow-up care, treatment information, and billing matters.

As Required by Law

We may disclose your information when required by federal, state, or local law.

Public Health & Safety

We may disclose information to prevent or lessen a serious threat to health or safety or for public health reporting purposes.

YOUR RIGHTS

You have the right to: Access your records Request corrections Request restrictions Request confidential communications Receive an accounting of disclosures Obtain a paper or electronic copy of this notice

TELEHEALTH SERVICES

If participating in telehealth services, Balanced Minds & Wellness utilizes secure communication technologies designed to protect your privacy and confidentiality. However, no electronic communication system can guarantee absolute security.

CHANGES TO THIS NOTICE

We reserve the right to change this Notice of Privacy Practices at any time. Updated notices will be posted on our website and made available upon request.

QUESTIONS OR COMPLAINTS

If you believe your privacy rights have been violated, you may contact:

Balanced Minds & Wellness, PLLC

Phone: 662-503-8335

Email: care@balancedmindsandwellness.com

You may also file a complaint with the U.S. Department of Health & Human Services Office for Civil Rights. Filing a complaint will not affect your care or treatment.

EFFECTIVE DATE: June 1, 2026