Injury Care Associates

www.injurycareco.com

HIPAA NOTICES OF PRIVACY PRACTICES

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.

Effective Date: November 9, 2026
Privacy Officer: A. Brett de Mooy, President
Email: bdemooy@injurycareco.com Mailing Address: 7456 W. 5th Ave. Suite 220 Lakewood, CO 80226

1. Who We Are and What This Notice Covers

Transcend Medical LLC dba Injury Care Associates provides occupational medicine services, including treatment of work-related injuries and illnesses (workers' compensation), fitness-for-duty evaluations, and employer-directed testing. This notice describes how we may use and disclose your protected health information (PHI) and how you can get access to it.

"PHI" is information about you, including demographic, medical, or billing information, that may identify you and that relates to your past, present, or future physical or mental health or condition, the care you receive, or payment for that care.

2. Our Duties

We are required by law to:

- Maintain the privacy and security of your PHI
- Give you this notice of our legal duties and privacy practices and follow the terms of the notice currently in effect
- Notify you promptly if a breach occurs that may have compromised the privacy or security of your PHI

We follow HIPAA and Colorado law. When Colorado law gives you greater privacy protection or rights than HIPAA, we follow Colorado law.

3. Types of Visits and Who May Receive Information

Who we may share your information with depends on the type of visit:

Type of visit	Who may receive information	What may be shared
Workers' compensation injury or illness	The claim's insurer or claims administrator, and your employer	Information related to your claim and your ability to work, as described in Section 6
Employer-directed services (fitness-for-duty, pre-placement, drug or alcohol testing, and similar)	Your employer or its designee	Only what your signed authorization describes, or what other law requires, as described in Section 7
All visits	Your care team, payers, and others as described in this notice	As described in Sections 4, 5, 8, and 9

4. Treatment, Payment, and Health Care Operations

Treatment. We use and share PHI to provide, coordinate, and manage your care. For example, we may share your PHI with a physician, therapist, specialist, or diagnostic facility to which you are referred, or with your primary care provider, so your care is coordinated.

Payment. We use and share PHI to bill for and obtain payment for the services we provide. For example, we may share information with a workers' compensation insurer, claims administrator, or other payer to get approval for a treatment, referral, or diagnostic test, to determine coverage or medical necessity, and to process and pay claims.

Health Care Operations. We use and share PHI to run our practice. This includes quality assessment and improvement, employee review, training, licensing, credentialing, compliance and auditing, and business planning and administration. It also includes the use of technology tools, including artificial intelligence (AI) tools, described in Section 10.

Appointment reminders and contact. We may ask you to sign in at registration, call your name in the waiting area, and contact you by phone, text, mail, or email to remind you of appointments or to discuss your treatment or treatment alternatives. If you prefer a different way of contact, tell us (see "Confidential communications" in Section 13).

5. Responding to Insurance and Payer Requests

Insurers, workers' compensation carriers, third-party administrators, and other payers and parties involved in managing a workers' compensation claim or your care often request information from us so they can process claims, verify that services were authorized and medically necessary, conduct utilization review, audit claims, and determine payment. We respond to these requests and provide the information needed for these purposes.

We limit what we send to the *minimum necessary* for the specific payment purpose, except where the law requires or allows more (for example, certain workers' compensation reporting). We verify that the requester is a payer, administrator, or employer representative with a legitimate payment role for your claim.

6. Workers' Compensation

If you are seen for a work-related injury or illness, Colorado workers' compensation law requires or authorizes us to communicate with the insurer or claims administrator handling your claim and with your employer. HIPAA allows disclosures to the extent authorized by and necessary to comply with workers' compensation laws. In practice:

- Reports to the insurer or claims administrator. We send the reports and records related to your claim, which may include examination findings, diagnosis and treatment related to the injury or illness, opinions about work-relatedness, work status and restrictions, and billing information. This includes the reports Colorado requires us to file.
- Communication with your employer. Your employer is a stakeholder in your care and a party to your workers' compensation claim. In most cases your employer is the insured party on the claim (or, if your employer is self-insured, the party responsible for it). Colorado workers' compensation law authorizes us to keep your employer informed about your claim throughout its course. We may share medical information that relates to the work incident, injury, illness, or exposure that is the basis of your claim. This may include: your diagnosis for the work-related condition; your treatment plan; the expected outcome and timeline of treatment; examination findings and test results tied to the work-related condition; your work status and work restrictions; whether and when you can return to work; appointment information; and similar claim status information. We may communicate with your employer in writing, by phone, or electronically as needed while your claim is open. Once your employer receives this information it is no longer protected by HIPAA, but other laws may limit how your employer may use and share it.
- Limits on what we share with your employer. We share information with your employer only when it is causally related to the work incident, injury, illness, or exposure and is pertinent to your claim. We do not share medical information about conditions unrelated to your work injury, illness, or exposure, your unrelated medical history, or other information that is not pertinent to your claim. If a condition that is not work-related affects how the work-related condition is treated or how long recovery will take, we share only the portion needed to explain your treatment plan, work restrictions, or expected recovery.
- Minimum necessary. We limit each workers' compensation disclosure to the minimum necessary, meaning the information that is related and pertinent to your claim, and we share it only with persons who need it to administer or respond to your claim.
- Additional Colorado protections. Colorado law places added limits on how certain mental health records are released in workers' compensation cases. We follow those limits and only disclose limited information on a need-to-know basis to the involved parties including employers, insurers, workers' compensation carriers, third-party administrators, and other payers and parties involved in managing a workers' compensation claim.

Filing a workers' compensation claim does not give your employer access to your entire medical record.

7. Employer-Directed Services (Fitness-for-Duty, Pre-Placement, and Testing)

When your employer or a prospective employer asks us to evaluate or test you, we perform the service at the employer's request and report the results to the employer. Before the service, we will ask you to sign an authorization that

describes exactly what we will send. We share only what that authorization describes and what other applicable law requires.

- Reports usually contain a result or work-status determination (for example, fit, fit with restrictions, or not fit), not your full medical record.
- If you do not sign the authorization, we may be unable to complete the service or release the results. We cannot condition your treatment on your signing, but because this service is requested by your employer, results performed on behalf of your employer or a prospective employer will be released to the requesting party upon completing of service.
- You may revoke your authorization in writing at any time, except to the extent we have already acted on it.

8. Responding to Medical Records Requests

We respond to valid requests for your medical records. We follow HIPAA and Colorado law in deciding what is valid and what we may release. We generally release records in these situations:

- At your request. You (or your legally authorized personal representative) may request your records, including a copy sent to a person you designate. See "Right to access" in Section 13.
- With your written authorization. If another person or organization, such as an attorney, another provider, or an insurer outside the claim process, asks for your records, we release them when we have a valid, signed authorization from you that meets HIPAA requirements.
- Court orders and legal process. We release records in response to a court order, and in response to a subpoena, discovery request, or other legal process when we receive the assurances HIPAA requires or when state law otherwise permits. We release only what the order or process allows.
- Workers' compensation and payer requests. We release records to parties in your workers' compensation claim and to payers as described in Sections 5 and 6.
- Other disclosures permitted or required by law, as described in Section 9.

We verify the identity and authority of the requester, and we may decline or limit a request that is not valid or that exceeds what the law allows. We may charge a reasonable, cost-based fee for copies, as permitted by law.

9. Other Uses and Disclosures Permitted or Required by Law

We may use or disclose your PHI without your authorization in the following situations, within the limits of the law:

- As required by law, including where federal, state, or local law requires disclosure.
- Public health activities, such as preventing disease or injury, reporting communicable diseases, reporting work-related injuries and illnesses as required, and reporting to the Food and Drug Administration regarding the quality, safety, or effectiveness of products,
- Abuse, neglect, or domestic violence, reported to authorities allowed by law to receive such reports,
- Health oversight activities, such as audits, investigations, inspections, and licensure,
- Judicial and administrative proceedings, including workers' compensation hearings, in response to an order or other legal process as described in Section 8,
- Law enforcement, as permitted by law, such as in response to a court order or to identify or locate a suspect, and to report certain crimes,
- Coroners, medical examiners, and funeral directors,
- Organ and tissue donation,
- Research, when approved through a process that protects your privacy,
- Serious threat to health or safety, to prevent or lessen a serious and imminent threat to a person or the public,
- Specialized government functions, such as military and veterans' activities, national security and intelligence, and protective services,
- Emergencies, and disclosures to family or friends involved in your care or payment if you do not object, or if you are unable to agree and we believe it is in your best interest,
- Under the law, we must disclose your PHI to you on request, and to the Secretary of the U.S. Department of Health and Human Services when required to investigate or determine our compliance.

10. Use of Artificial Intelligence (AI) Tools

We use AI tools only to support our work:

- AI scribe documentation. An AI tool may listen to your visit and help draft the clinical note. Your provider reviews, edits, and approves every note before it becomes part of your record.
- Searching and organizing data. AI tools may help our team find information in our systems.
- Workflow support. AI tools may help with administrative tasks and streamline our processes.

AI is not used to make medical decisions, assign or suggest diagnoses, determine causation, work restrictions, impairment, or fitness-for-duty results, or replace the judgment of your physician or other provider. AI does not independently communicate with you, your employer, or payers about your care or work status. You may decline recording for purposes of AI scribe at any time; see Section 11.

11. Photographs, Audio, and Video Recordings

We may take photographs or make audio or video recordings when needed for clinical purposes, such as documenting an injury or condition, monitoring changes over time, coordinating your care, and creating your clinical note. These become part of your record and are protected like the rest of your PHI. As part of your workers' compensation claim, records that document your injury may be included in the information we send to the insurer or claims administrator as permitted by Colorado law.

We use photographs, audio, and video only for clinical purposes. We do not use them for marketing, advertising, social media, publicity, fundraising, or any other non-clinical purpose without your separate written authorization.

You may ask about any photograph or recording before it is made, and you may decline or stop AI scribe recording at any time by telling your provider or staff. Declining the AI scribe will not affect the quality of your care. If a photograph or recording is essential to documenting your injury or condition, your provider will explain why.

12. Uses and Disclosures That Require Your Written Authorization

We will obtain your written authorization before we:

- Use or disclose your PHI for marketing
- Sell your PHI
- Disclose psychotherapy notes (with limited exceptions allowed by law)
- Use photographs, audio, or video for any non-clinical purpose
- Release information to your employer for employer-directed services, as described in Section 7
- Make any other use or disclosure not described in this notice

You may revoke an authorization at any time by giving us a written notice. Revocation does not affect disclosures we made in reliance on your authorization before we received it.

13. Your Rights

- Right to access. You may inspect and obtain a copy of your PHI in our designated record set, including clinical photographs and recordings that are part of your record, in paper form or, if available, in the electronic form you request. You may also ask us to send a copy to a person you designate. We will respond within the time required by law and may charge a reasonable, cost-based fee. Under federal law, you may not inspect or copy psychotherapy notes, information compiled in reasonable anticipation of or for use in a civil, criminal, or administrative action or proceeding, and PHI that is subject to a law that prohibits access.
- Right to request an amendment. If you believe your PHI is incorrect or incomplete, you may ask us in writing to amend it. If we deny the request, you may file a statement of disagreement, and we may prepare a rebuttal, a copy of which we will give you.
- Right to an accounting of disclosures. You may request a list of certain disclosures we made of your PHI during the six years before your request. The list does not include disclosures for treatment, payment, and health care operations, disclosures you authorized, or certain other disclosures. We provide one accounting per year free of charge.
- Right to request restrictions. You may ask us to limit how we use or disclose your PHI for treatment, payment, or health care operations, or to limit disclosures to family or friends involved in your care. We are not required to agree, except that we must agree to a request not to disclose PHI to a health plan for payment or health care operations when the disclosure relates to a service you paid for in full out of pocket, unless a law requires the disclosure. Disclosures required by law, including workers' compensation law, cannot be restricted. Your request must be in writing, state the restriction, and say to whom it applies.

- Right to confidential communications. You may ask us to contact you in a specific way or at a specific location, and we will accommodate reasonable requests.
- Right to a paper copy of this notice. You may receive a paper copy of this notice at any time, even if you agreed to receive it electronically.
- Right to choose someone to act for you. If you have given someone medical power of attorney or if someone is your legal guardian, that person can exercise your rights and make choices about your PHI. We will verify that person's authority.
- Right to be notified of a breach. We will notify you if there is a breach of your unsecured PHI, as required by law.
- Right to opt out of AI scribe recording, as described in Section 11.

14. Additional Colorado Protections

Colorado law gives additional privacy protection to certain information, which may include mental health records, HIV/STI information, and information released in workers' compensation cases. Where Colorado law limits our uses or disclosures more than HIPAA does, we follow Colorado law.

15. Changes to This Notice

We may change the terms of this notice, and the changes will apply to all PHI we hold, including PHI we created or received before the change. The current notice is posted in our office and on our website at www.injurycareco.com, and we will give you a copy on request.

16. Complaints and Questions

If you believe your privacy rights have been violated, you may file a complaint with us or with the U.S. Department of Health and Human Services.

Privacy Officer: A. Brett de Mooy, President
Email: bdemooy@injurycareco.com Mailing Address: 7456 W. 5th Ave. Suite 220 Lakewood, CO 80226

U.S. Department of Health and Human Services, Office for Civil Rights: 1-800-368-1019

We will not retaliate against you for filing a complaint.