JACQUELINE YOUNESI
DENTISTRY

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HIPAA AND CALIFORNIA PRIVACY

Notice of Privacy Practices

Effective November 1, 2026 · Replaces the notice effective July 1, 2022

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.

About this notice

Jacqueline Younesi Dentistry (“we,” “our,” “us”) is a general, cosmetic, and family dental practice at 2121 East Coast Highway, Suite 230, Corona Del Mar, CA 92625. We are a covered entity under the federal Health Insurance Portability and Accountability Act of 1996 and its regulations, which we call HIPAA in this notice. We are also subject to California privacy law, including the Confidentiality of Medical Information Act.

This notice explains how we may use and disclose your **protected health information**, which is individually identifiable information about your health, your dental care, and payment for that care. It includes your chart and treatment notes, radiographs and photographs, impressions, scans and models, diagnoses and treatment plans, prescriptions, insurance and claims records, and billing records. This notice also describes your rights over that information and the legal duties we owe you.

This notice applies to Dr. Jacqueline Younesi and to every dentist, hygienist, assistant, and administrative team member who works in this office. We are required to follow the terms of the notice currently in effect. When we use or disclose your information, we limit it to the minimum necessary to accomplish the purpose, except where federal law does not apply that standard, such as disclosures to you, disclosures for treatment, and disclosures you authorize.

How we may use and disclose your information for treatment, payment, and health care operations

We may use and disclose your protected health information for the following purposes without your written authorization.

Treatment

We use your information to provide, coordinate, and manage your dental care, and we share it with other providers involved in that care. For example, if Dr. Younesi refers you to an oral surgeon, endodontist, or periodontist, we send that specialist your radiographs, chart notes, and relevant medical and dental history. We send impressions, scans, photographs, shade information, and design

instructions to the dental laboratory that makes your crown, veneer, or night guard. We may contact your physician when a medical condition, medication, or allergy affects your dental treatment, and we send prescriptions to the pharmacy you choose.

Payment

We use and disclose your information so that we can be paid for the care we provide. For example, we send your dental plan the procedure codes, tooth numbers, narratives, and radiographs it requires to preauthorize treatment or pay a claim. We verify eligibility and benefits, prepare statements, and determine what your plan covers and what you owe. If you choose to finance treatment through an outside lender, we disclose the limited information the lender needs. If an account remains unpaid after we have tried to resolve it with you, we may disclose the minimum necessary information to a billing or collection service.

Health care operations

We use and disclose your information to run the practice and to maintain the quality of care. Examples include reviewing completed cases to evaluate outcomes, reviewing charting for accuracy, training our team, credentialing and evaluating our clinicians, responding to dental plan audits, obtaining legal, accounting, and professional liability services, business planning and management, and our compliance and fraud prevention activities. If the practice is ever sold, merged, or transferred, your records may be reviewed as part of that transaction and transferred to the successor practice, which must protect them as the law requires. You may ask that copies of your records be sent to another dentist of your choosing.

Business associates

Some services are performed for us by outside companies that HIPAA calls business associates, such as our practice management and scheduling software provider, claims clearinghouse, information technology support, and records destruction service. Each signs a written agreement requiring it to safeguard your information, use it only for the services it performs for us, report breaches to us, and hold its subcontractors to the same terms.

Other uses and disclosures we may make without your authorization

Federal and California law also permit or require the following uses and disclosures. We make them only when, and only to the extent, the law allows.

Appointment reminders and communications

We may contact you to remind you of appointments and recall visits, and about your care, by telephone, voicemail, text message, email, postcard, or letter. Reminders are limited to the minimum information needed. Unless you tell us otherwise, we may leave a message with the person who answers your phone or on your voicemail. We send email or text messages containing health information only in the ways you have asked or agreed to, and you may change your communication preferences at any time.

Sign-in sheets and calling your name

We may ask you to sign in at the front desk and may call your name in the reception area when we are ready to see you. We limit these to the minimum information necessary.

Treatment alternatives and health-related services

We may tell you about treatment options or health-related products and services we offer that may interest you, such as a recall visit, a replacement night guard, or a new option for a tooth we are monitoring. If we would ever receive payment from a third party in exchange for sending you a communication about its product or service, we will ask for your written authorization first.

Individuals involved in your care or payment for your care

We may share information directly relevant to a person's involvement in your care or payment with a family member, relative, close friend, or anyone else you identify. If you are present and able to decide, we will give you the chance to object first. If you are not present, are incapacitated, or there is an emergency, we will use our professional judgment and share only what is directly relevant. We may also use our judgment to allow someone to pick up items such as prescriptions, appliances, or copies of radiographs on your behalf. We may disclose information to notify a family member or other responsible person of your location or general condition, and may give a disaster relief organization basic information such as your name, city, and general condition for that purpose.

As required by law

We will use or disclose your information when federal, state, or local law requires it, limited to what the law requires. We must also disclose information to the U.S. Department of Health and Human Services when it investigates our compliance with the privacy rules.

Public health activities

We may disclose information to public health authorities to prevent or control disease, injury, or disability, to report reactions to medications or problems with products regulated by the U.S. Food and Drug Administration, to support product recalls, and to notify a person who may have been exposed to a communicable disease.

Victims of abuse, neglect, or domestic violence

Dentists in California are mandated reporters. We may, and sometimes must, disclose information to government authorities authorized to receive reports of child abuse or neglect, elder or dependent adult abuse or neglect, or domestic violence. When the law requires or permits us to tell you about such a report, we will, unless we believe that telling you would place you at risk of serious harm or we would be informing a personal representative we believe is responsible for the abuse.

Health oversight activities

We may disclose information to health oversight agencies for activities authorized by law, such as audits, investigations, inspections, and licensure actions. These agencies include the Dental Board of California and state and federal agencies that oversee health care and government benefit programs.

Lawsuits and legal proceedings

We may disclose information in response to a court or administrative order. We may also disclose it in response to a subpoena, discovery request, or other lawful process, but only after efforts have been made to tell you about the request or to obtain an order protecting the information, and only as California law permits.

Law enforcement

California law is stricter than federal law here. We disclose information to law enforcement only when the law requires it, such as in response to a court order or a search warrant, through a report the law requires us to make, or with your written authorization. We do not use the broader federal permissions to share information with law enforcement to locate a suspect or witness, about a crime victim, or about a crime on our premises.

Coroners and medical examiners

We may disclose information to a coroner or medical examiner, at their request, to identify a deceased person, determine a cause of death, or carry out other duties the law assigns to them. Dental records are often used for identification.

Organ and tissue donation

After the death of a person who is an organ or tissue donor, we may disclose that person's information to organizations that handle organ, eye, or tissue procurement or transplantation, as the law allows.

Research

We will use or disclose information that identifies you for research only with your written authorization. California law allows us to provide information for bona fide research without your authorization only in a form that does not identify you. This office does not routinely take part in research.

To prevent a serious threat to health or safety

If we believe in good faith that there is a serious and imminent threat to your health or safety or that of another person, we may share information with emergency medical personnel or other providers treating you, or as the law otherwise requires or specifically allows, and only with someone able to help prevent or lessen the threat.

Specialized government functions

We disclose information about members of the armed forces to military authorities, to federal officials for national security or protective services, or to a correctional institution about an inmate only when a specific law requires or authorizes the disclosure, or a court orders it.

Workers' compensation

If your care relates to a work injury or illness, we may disclose information as California's workers' compensation laws require or specifically allow, limited to what those laws permit.

Uses and disclosures that require your written authorization

We will not make the following uses and disclosures unless you give us written authorization.

- **Marketing.** Most uses or disclosures of your information for marketing purposes. Face-to-face conversations with you and promotional gifts of nominal value do not require authorization.
- **Sale of your information.** Any disclosure that is a sale of protected health information. **We do not sell your information.**
- **Psychotherapy notes.** Most uses and disclosures of psychotherapy notes. As a dental practice we do not ordinarily keep psychotherapy notes.
- **Photographs and testimonials.** Using your photographs, images of your teeth or smile, your name, or your testimonial on our website, on social media, in advertising, or in other promotional materials.
- **Any other use or disclosure** not described in this notice.

California law requires that an authorization follow a specific form and generally limits it to one year unless you choose a different expiration date. **You may revoke an authorization at any time by giving us written notice.** A revocation stops future uses and disclosures. It does not undo anything we already did in reliance on the authorization.

Your rights regarding your health information

To exercise any right below, contact our Privacy Officer using the information at the end of this notice. Where a right calls for a written request, you may write to us, or you may call and a team member will help you prepare the request.

Right to inspect and get a copy of your records

You may inspect and get a copy of the dental and billing records we use to make decisions about you. California law generally allows you to inspect your records within 5 working days and to receive copies within 15 days after we receive your written request. Federal law allows up to 30 days. We follow whichever is faster.

If you ask for an electronic copy, we will provide it in the electronic form and format you request if we can readily produce it, or in another readable electronic format we agree on. You may also direct us, in writing, to send a copy to another person or entity you clearly identify.

We may charge a reasonable, cost-based fee for copies, limited to the labor of copying, supplies, postage, and any summary you request. Under California law, paper copies cost no more than 25 cents per page. If you need your records to support a claim or appeal for certain public benefits, such as Medi-Cal, Social Security disability, SSI/SSP, CalFresh, CalWORKs, In-Home Supportive Services, veterans benefits, or housing assistance, you may receive one copy free of charge. We will tell you the cost before we make copies. There is no charge to inspect your records. In limited circumstances we may deny access. If we do, we will explain why in writing, and in some cases you may ask for the denial to be reviewed.

Right to request an amendment

If you believe information in your record is incorrect or incomplete, you may ask us in writing to amend it and explain why. We will respond within 60 days, or within 90 days if we notify you in writing of the delay. If we deny your request, we will explain why in writing, and you may submit a statement of disagreement that we will keep with your record. California law also allows you to submit a written addendum of up to 250 words for any item you believe is incomplete or incorrect, and we will include it with your record.

Right to an accounting of disclosures

You may ask for a list of certain disclosures we made of your information during the six years before your request. The list does not include disclosures for treatment, payment, or health care operations, disclosures to you, disclosures you authorized, and certain other disclosures. The first list in any 12-month period is free. We may charge a reasonable, cost-based fee for additional lists in that period, and we will tell you the fee in advance.

Right to request restrictions

You may ask us to limit how we use or disclose your information for treatment, payment, or health care operations, or what we share with people involved in your care. We are not required to agree, except as described in the next section. If we agree, we will honor the restriction unless the information is needed to treat you in an emergency.

Right to restrict disclosure to your health plan when you pay in full

If you pay for a service or item in full out of pocket, you may require us not to share information about it with your health or dental plan for payment or health care operations. We will agree to this request unless a law requires us to share the information. Please tell us before the service is provided.

Right to request confidential communications

You may ask us to contact you in a specific way or at a specific location, such as only on your mobile phone or only by mail to a post office box. We will accommodate reasonable requests and will not ask you why. We may ask how payment will be handled.

Right to a paper copy of this notice

You may ask for a paper copy of this notice at any time, even if you agreed to receive it electronically. Copies are available at our front desk and on our website.

Right to be notified of a breach

We will notify you if a breach occurs that may have compromised the privacy or security of your unsecured protected health information, as federal and California law require.

Right to choose someone to act for you

If you have given someone medical power of attorney, or someone is your legal guardian or otherwise authorized under California law, that person may exercise your rights and make choices about your information. We will confirm the person’s authority before acting. A parent or guardian

generally acts for a minor, subject to California laws that allow minors to consent to certain care on their own.

Our legal duties

- We are required by law to maintain the privacy and security of your protected health information.
- We must give you this notice of our legal duties and privacy practices and follow the terms of the notice currently in effect.
- We must notify you promptly if a breach occurs that may have compromised the privacy or security of your information.
- We will not use or share your information other than as described in this notice unless you tell us we can in writing.

California law

California gives you protections in addition to HIPAA, principally through the Confidentiality of Medical Information Act (California Civil Code section 56 and following). California law sets its own rules for record access (Health and Safety Code section 123100 and following), gives added protection to certain information such as HIV test results, mental health information, substance use disorder information, and reproductive and gender-affirming care information, and protects the confidentiality of care a minor may lawfully consent to on their own. **Where California law is more protective of your privacy than federal law, we follow California law, and the descriptions in this notice already reflect the stricter rule.**

Information collected through our website from people who are not patients, such as a message sent from our contact page, is covered by our website Privacy Policy rather than this notice. For protected health information, this notice controls.

Changes to this notice

We reserve the right to change this notice and to make the new notice effective for all information we maintain, including information we created or received before the change. If we make a material change, we will update this notice, post it in our office and on our website, and make copies available at our front desk and on request. The effective date appears at the beginning and end of this notice.

Questions and complaints

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. **We will not retaliate against you for filing a complaint or for exercising any right described in this notice.**

- **With our office:** contact our Privacy Officer at the address, phone number, or email below. Please describe what happened and how to reach you.

- **With the U.S. Department of Health and Human Services, Office for Civil Rights:** online at ocrportal.hhs.gov/ocr/portal/lobby.jsf; by mail to Centralized Case Management Operations, U.S. Department of Health and Human Services, 200 Independence Avenue SW, Room 509F HHH Building, Washington, D.C. 20201; or by phone at 1-800-368-1019 (TDD 1-800-537-7697). More information is at hhs.gov/ocr/complaints. Complaints to the Office for Civil Rights generally must be filed within 180 days of when you knew of the problem.

Contact information

Privacy Officer
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If you need this notice in large print or another accessible format, or read aloud, call us and we will provide it at no cost.

Effective date

This notice is effective November 1, 2026. It replaces our prior Notice of Privacy Practices, effective July 1, 2022, and remains in effect until we replace it.