

NOVAE WELLNESS

NOTICE OF PRIVACY PRACTICES

Effective Date: September 15, 2026

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

Novae Wellness (“Novae,” “we,” “our,” or “us”) is committed to protecting the privacy and confidentiality of your health information. This Notice describes how we may use and disclose your protected health information (“PHI”), your rights regarding that information, and our responsibilities for protecting it.

We are required by law to maintain the privacy and security of your protected health information, provide you with this Notice of our legal duties and privacy practices, follow the Notice currently in effect, and notify affected individuals following a breach of unsecured protected health information when required by law.

HOW WE MAY USE AND DISCLOSE YOUR HEALTH INFORMATION

Treatment

We may use and disclose your health information to provide, coordinate, or manage your healthcare. For example, we may share relevant information with laboratories, pharmacies, specialists, healthcare professionals, or other individuals involved in your treatment.

Payment

We may use and disclose health information as necessary for payment-related activities. Because Novae Wellness provides cash-pay services, these activities may include processing payments, maintaining billing records, providing receipts or documentation requested by you, and other administrative activities related to payment.

Healthcare Operations

We may use and disclose health information for activities necessary to operate our practice, including quality assessment, staff training, compliance activities, credentialing, auditing, business planning, and improving our services.

Appointment Reminders and Communications

We may use your contact information to communicate with you regarding appointments, scheduling, follow-up care, laboratory testing, prescriptions, billing, and other matters related to your care.

Depending upon the communication methods you have authorized or requested, these communications may occur through telephone, voicemail, text message, patient portal, email, or other electronic means.

Electronic communications may carry privacy risks depending upon the technology and method used. We take reasonable steps to protect your information and use appropriate safeguards as required by applicable law.

Business Associates

We may share protected health information with third-party service providers who perform services on our behalf when those services require access to protected health information. Where required, these organizations are contractually obligated to appropriately safeguard your information.

Examples may include electronic health record providers, laboratory services, billing or payment services, telehealth technology providers, and other healthcare-related vendors.

ARTIFICIAL INTELLIGENCE–ASSISTED DOCUMENTATION

Novae Wellness may use secure artificial intelligence (“AI”)–assisted documentation technology, sometimes referred to as an **AI medical scribe**, during patient visits. This technology assists your healthcare provider with documenting the visit and preparing clinical notes so that your provider can focus more fully on your care and conversation.

During a visit, the AI scribe may process information discussed between you and your healthcare provider for the purpose of generating a draft clinical note. Any information processed through this technology will be handled in accordance with applicable privacy and security requirements and Novae Wellness’s privacy practices.

AI-generated documentation is used as a clinical documentation aid and does not replace the judgment of your healthcare provider. Your provider remains responsible for reviewing and finalizing the medical documentation placed in your health record.

When required by applicable law or Novae Wellness policy, you will be informed of the use of AI-assisted documentation and your consent will be obtained. You may ask questions about the technology or request that an AI scribe not be used during your visit.

OTHER USES AND DISCLOSURES PERMITTED OR REQUIRED BY LAW

We may use or disclose your health information without your written authorization when permitted or required by applicable law. Examples may include:

- Public health activities;
- Reporting suspected abuse, neglect, or domestic violence when required or permitted by law;
- Health oversight activities;
- Judicial or administrative proceedings when legally authorized;
- Certain law-enforcement purposes;
- Preventing or reducing a serious and imminent threat to health or safety;
- Workers' compensation or similar programs;
- Certain governmental functions; and
- Other disclosures specifically required or permitted by law.

We will comply with applicable federal and California privacy laws when making these disclosures.

USES REQUIRING YOUR AUTHORIZATION

Uses or disclosures of your protected health information that are not otherwise permitted or required by law generally require your written authorization.

When authorization is required, you may revoke that authorization in writing at any time, except to the extent we have already acted in reliance upon it.

Novae Wellness will not sell your protected health information or use or disclose it for purposes requiring specific authorization under applicable law without obtaining the required authorization.

YOUR RIGHTS REGARDING YOUR HEALTH INFORMATION

Subject to certain legal limitations and exceptions, you have the following rights:

Right to Access Your Records

You may request to inspect or obtain a copy of health information maintained about you. We will respond to your request within the time required by applicable law. Fees may apply when permitted by law.

Right to Request an Amendment

If you believe information in your medical record is incorrect or incomplete, you may request that we amend it. We may deny the request under certain circumstances, but we will provide an explanation when required.

Right to an Accounting of Disclosures

You may request information regarding certain disclosures we have made of your protected health information. Certain disclosures, including many disclosures for treatment, payment, and healthcare operations, may not be included.

Right to Request Restrictions

You may ask us to restrict certain uses or disclosures of your health information. We are generally not required to agree to every requested restriction.

When applicable law requires us to honor a restriction, we will do so.

Right to Request Confidential Communications

You may request that we communicate with you about your health information in a particular manner or at a particular location. For example, you may ask us to contact you only through a particular telephone number or email address.

We will accommodate reasonable requests as required by law.

Right to Receive a Copy of This Notice

You have the right to obtain a paper or electronic copy of this Notice at any time, even if you previously agreed to receive it electronically.

Right to Choose Someone to Act for You

If you have given another person medical power of attorney or that individual is otherwise legally authorized to act on your behalf, that person may exercise your privacy rights to the extent permitted by law.

We will verify the individual's authority when appropriate.

TELEHEALTH AND ELECTRONIC HEALTH INFORMATION

Novae Wellness provides healthcare services through telehealth and utilizes electronic systems in connection with patient care.

Your health information may therefore be created, transmitted, received, or maintained electronically. We implement reasonable administrative, technical, and physical safeguards designed to protect the confidentiality and security of this information.

Telehealth and electronic communication nevertheless involve inherent privacy and security risks, including risks associated with internet transmission, electronic devices, email, and text messaging.

Patients should take reasonable precautions to protect their own privacy, including using secure devices and networks, protecting passwords, and participating in telehealth visits from a private location whenever possible.

TEXT MESSAGING AND EMAIL

Novae Wellness may communicate with you electronically regarding your healthcare when permitted by law and consistent with your communication preferences.

Depending upon the communication method used, text messages and ordinary email may not provide the same level of security as a secure patient portal.

Please avoid sending highly sensitive medical information through unsecured communication channels when a secure alternative is available.

Electronic messaging is intended to supplement—not replace—appropriate medical evaluation. Electronic messages should not be used for medical emergencies.

OUR RESPONSIBILITIES

Novae Wellness is required to:

- Maintain the privacy and security of protected health information as required by applicable law;
- Provide you with this Notice describing our privacy practices and legal responsibilities;
- Follow the terms of the Notice currently in effect;
- Notify you if a breach occurs that may have compromised the privacy or security of your unsecured protected health information when notification is legally required; and
- Comply with applicable federal and California privacy laws.

CHANGES TO THIS NOTICE

Novae Wellness reserves the right to change this Notice and its privacy practices as permitted by law.

Any revised Notice may apply to health information we already maintain as well as information received or created after the revised Notice becomes effective.

The current version of this Notice will be made available upon request and, when applicable, through our website or patient-facing electronic systems.

QUESTIONS OR COMPLAINTS

If you have questions regarding this Notice or believe your privacy rights have been violated, you may contact:

Novae Wellness

Privacy Officer

hello@mynovaewellness.com

You may also file a complaint with the **U.S. Department of Health and Human Services, Office for Civil Rights**.

Novae Wellness will not retaliate against you for exercising your privacy rights or filing a privacy complaint.