



RADIANT
Health®

Notice of Privacy Practice

Your Information. Your Rights. Our Responsibilities.

This notice describes how health information about you may be used and disclosed, your rights with respect to your health information, and how to file a complaint concerning your information. You have a right to a copy of this notice in paper or electronic form and to discuss it with the Privacy Officer at Compliance@getradiant.org or (765) 662-3971. **Please review it carefully and contact us if you have any questions.**

Your Rights

You have the right to:

- Get a copy of your paper or electronic medical record
- Correct your paper or electronic medical record
- Request confidential communication
- Ask us to limit the information we share
- Get a list of those with whom we've shared your information
- Get a copy of this privacy notice
- Choose someone to act for you
- File a complaint if you believe your privacy rights have been violated

See page 2 for more information on these rights and how to exercise them

Your Choices

You have some choices in the way that we use and share information as we:

- Tell family and friends about your condition
- Provide disaster relief
- Include you in a hospital director
- Provide mental health care
- Market our services and sell your information
- Raise funds

See page 3 for more information on these rights and how to exercise them.



Our Uses and Disclosures

We may use and share your information as we:

- Treat you
- Run our organization
- Bill for your services
- Help with public health and safety issues
- Do research
- Comply with the law
- Respond to organ and tissue donation requests
- Work with a medical examiner or funeral director
- Address workers' compensation, law enforcement, and other government requests
- Respond to lawsuits and legal actions

See pages 3 and 4 for more information on these uses and disclosures.

Your Rights

When it comes to your health information, you have certain rights. This section explains your rights and some of our responsibilities to help you.

Get an electronic or paper copy of your medical record

You can ask to see or get an electronic or paper copy of your medical record and other health information we have about you. Ask us how to do this. We will provide a copy or a summary of your health information, usually within 30 days of your request. We may charge a reasonable, cost-based fee.

Ask us to correct your medical record

You can ask us to correct health information about you that you think is incorrect or incomplete. Ask us how to do this. We may say "no" to your request, but we will tell you why in writing within 60 days.

Request confidential communication

You can ask us to contact you in a specific way (for example, home or office phone) or to send mail to a different address. We will say "yes" to all reasonable requests.



Ask us to limit what we use or share

You can ask us not to use or share certain health information for treatment, payment, or our operations. We are not required to agree to your request and we may say “no” if it would affect your care.

If you pay for a service or health care item out of pocket in full, you can ask us not to share that information for the purpose of payment or our operations with your health insurance. We will say “yes” unless a law requires us to share that information.

Once you provide us with your consent regarding what specific health information you will allow us to use or share, we will follow your request, unless it affects your care, for all future treatment, payment, or operational needs.

If we share your health information with certain health-related organizations, based on your consent, for treatment, payment or operational needs, those organizations may also share your health information to certain health-related organizations based on their treatment, payment, or operational needs. If they do, they must comply with the same privacy and security restrictions we do to keep your health information safe. **See pages 5 and 7** for more information on these protections.

Get a list of those with whom we’ve shared information

You can ask for a list (accounting) of the times we or our intermediaries have shared your health information for six years prior to the date you ask, who we shared it with, and why.

We will include all the disclosures except for those about treatment, payment, and health care operations, and certain other disclosures (such as any you asked us to make). We’ll provide one accounting a year for free but will charge a reasonable, cost-based fee if you ask for another one within 12 months.

Get a copy of Radiant Health’s Privacy Notice

You can ask for a paper copy of this notice at any time, even if you have agreed to receive the notice electronically. We will provide you with a paper copy promptly.



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 information.

We will make sure the person has this authority and can act for you before we take any action.

File a complaint if you feel your rights are violated

You can complain if you feel we have violated your rights by contacting us using the information below. We will not retaliate against you for filing a complaint.

You can file a complaint with the U.S. Department of Health and Human Services Office for Civil Rights by sending a letter to:

U.S. Department of Health and Human Services Office for Civil Rights
200 Independence Avenue, S.W.,
Washington, D.C. 20201

You can also call them at 1-877-696-6775, or visit their website at www.hhs.gov/ocr/privacy/hipaa/complaints/

You may also contact our Privacy Officer at Compliance@getradiant.org or by calling 765-662-3971; or in writing to the Consumer Rights Advocate, 505 N. Wabash Avenue, Marion, IN, 46952.

Your Choices

For certain health information, you can tell us your choices about what we share.

If you have a clear preference for how we share your information in the situations described below, talk to us. Tell us what you want us to do, and we will follow your instructions.

In these cases, you have both the right and choice to tell us to:

- Share information with your family, close friends or others involved in your care
- Share information in a disaster relief situation
- Include your information in a hospital directory

If you cannot tell us your preference, for example, if you are unconscious, we may go ahead and share your information if we believe it is in your best interest. We may also



share your information when needed to lessen a serious and imminent threat to health or safety.

In these cases, we never share your information unless you give us written permission:

- Marketing purposes
- Sales of your information
- Most sharing of psychotherapy or substance use disorder counseling notes

In the case of fundraising:

We may contact you for fundraising efforts. If you do not want to be contacted for fundraising purposes, tell us now and we will not contact you at all. If you allow us to contact you for these purposes but change your mind later, you can tell us not to contact you again.

Your Uses and Disclosures

How do we typically use or share your health information?

We typically use or share your health information in the following ways:

Treat you

We can use your health information and share it with other professionals who are treating you.

Example: A doctor treating you for an injury asks another doctor about your overall health condition.

Running our organization

We can use and share your health information to run our practice, improve your care, and contact you when necessary.

Example: We use health information about you to manage your treatment and services



Bill for your services

We can use and share your health information to bill and get payment from health plans or other entities.

Example: We give information about you to your health insurance plan so it will pay for your services.

How else can we use or share your health information?

We are allowed or required to share your information in other ways, usually in ways that contribute to the public good, such as public health and research. We are required to meet conditions in the law before we can share your information for these purposes. For more information see www.hhs.gov/ocr/privacy/hipaa/understanding/consumers/index.html.

Help with public health and safety issues

- We can share health information about you for certain situations such as:
- Preventing disease
- Helping with product recalls
- Reporting adverse reactions to medications
- Reporting suspected abuse, neglect, or domestic violence
- Preventing or reducing a serious threat to anyone's health or safety

Do research

We can use or share your information for health research.

Comply with the law

We will share information about you if state or federal laws require it, including with the Department of Health and Human Services if it wants to see that we are complying with federal privacy laws.

Respond to organ and tissue donation requests

We can share health information about you with organ procurement organizations.

Work with a medical examiner or funeral director

We can share health information with a coroner, medical examiner, or funeral director when an individual dies.



Address worker's compensation, law enforcement, and other governmental requests

- We can share health information about you:
- For worker's compensation claims
- For law enforcement purposes or with a law enforcement official
- With health oversight agencies for activities authorized by law
- For special government functions such as military, national security, and presidential protective services

Respond to lawsuits and legal actions

We can share health information about you in response to a court or administrative order or in response to a subpoena. If the civil, administrative, criminal, or legislative proceeding is against you and one of the parties requests your health information, we cannot share it unless you have given us specific written consent to do so or the court orders us to do so and the party provides a subpoena. The court must either give you or us, notice of the order and an opportunity to be heard before we can share your information.

Who will follow this notice:

This notice describes the privacy practices of Radiant Health and all its divisions, which as of April 1, 2022, includes the Family Service Society, as well. These include:

- All employees, professional staff and other personnel including volunteers of Radiant Health.
- All these entities, sites and locations follow the terms of this notice. In addition, these entities, sites, and locations may share Protected Health Information (PHI) with each other for treatment, payment or Radiant Health operational purposes described in this notice.

Please note: If any of your PHI qualifies as mental health records, alcohol and drug treatment records, communicable disease records or genetic test records, we will safeguard these records as "Special PHI" which will be disclosed only with your prior express written authorization, pursuant to a valid court order or as to otherwise required by law. We are required by law to maintain the privacy of your PHI and to provide you with this notice of our legal duties and privacy practices.



Our Responsibilities

- We are required by law to maintain the privacy and security of your protected health information.
- We will let you know promptly if a breach occurs that may have compromised the privacy or security of your information.
- We must follow the duties and privacy practices described in this notice and give you a copy of it.
- We will not use or share your information other than as described here unless you tell us we can in writing. If you tell us we can, you may change your mind at any time. Let us know in writing if you change your mind.

For more information, please see: <https://www.hhs.gov/hipaa/for-individuals/guidance-materials-for-consumers/index.html>

Changes to the Terms of this Notice

We can change the terms of this notice, and the changes will apply to all information we have about you. The new notice will be available upon request, in our office, and on our web site. We are required to follow the terms of the notice currently in effect. The effective date of this notice is February 16, 2026.