

Matrix Personalized Medicine, LLC

Your Privacy & Your Health Records

We believe you deserve to understand exactly how your health information is protected — in plain language, without the legal jargon.

ON THIS PAGE

1. [Our Privacy Commitment](#)
2. [How We Protect Your Records](#)
3. [Special Protection for Sensitive Treatment Records](#)
4. [How We May Use Your Information](#)
5. [Your Privacy Rights](#)
6. [How to File a Complaint](#)
7. [Questions & Contact](#)

1 **Our Privacy Commitment**

Your health information is personal — and keeping it private is one of our most important responsibilities. When you share information with us, you trust us to protect it. We take that trust seriously.

This page is our Notice of Privacy Practices, required by federal law. It tells you what information we collect, how we may use it, and what rights you have. We encourage you to read it and ask us any questions.

The short version:

We only share your health information when we have your permission, when it is necessary to provide or coordinate your care, when your insurer requires it for payment, or when the law requires it. We never sell your information.

2 **How We Protect Your Records**

All of your health records are protected under a federal law called **HIPAA** (the Health Insurance Portability and Accountability Act). HIPAA sets rules for who can see your records, how they must be stored, and when they can be shared.

We follow HIPAA strictly. Our staff are trained on patient privacy, our electronic records systems use industry-standard security, and we regularly review our practices to make sure your information stays safe.

3 **Special Protection for Certain Sensitive Records**

Some health information is considered especially sensitive and is protected by *additional* federal rules that go beyond standard HIPAA. One important category is **records from substance use disorder treatment programs** — such as alcohol or drug treatment centers, opioid treatment programs (like methadone clinics), or addiction counseling services.

Why the extra protection?

Congress recognized that fear of disclosure can stop people from seeking help for addiction. To encourage people to get treatment, the law provides stronger privacy guarantees for those records. Even though we are a primary care practice and do not provide substance use disorder treatment ourselves, we may sometimes receive records of this type from other programs — for example, as part of your medical history. When that happens, those records receive a higher level of protection.

What does "extra protection" mean in practice?

Here is how records from substance use disorder treatment programs are treated differently from your other health records:

Situation	Standard health records	Substance use disorder treatment records
Share with another doctor treating you	✓ Allowed under HIPAA	X Requires your specific written permission
Submit to your health	✓ Allowed	X Requires your specific written permission

insurance for payment	under HIPAA	
Use in a legal or criminal proceeding against you	Limited but possible under court order	X Prohibited unless you consent or a court specifically orders it after notifying you
Share in a true medical emergency	✓ Allowed	✓ Allowed when necessary to protect your life
Use for public health / research (without your name)	✓ Allowed	✓ Allowed (with identifying information removed)

Important:

A general medical records release form is

not enough

to authorize disclosure of substance use disorder treatment records. These records require a separate, specific written authorization from you. If you have questions about what records we hold for you, please ask — we are happy to help.

4 **How We May Use Your Information**

For your regular health records (not covered by the extra

protections above), we may use and share your information in the following ways *without needing a separate authorization from you*:

For your care

We share information with other doctors, nurses, specialists, labs, pharmacies, or hospitals involved in treating you. For example, if we refer you to a cardiologist, we will send them relevant portions of your records so they can provide informed care.

For payment

We share information with your health insurance company or other payers to bill for the services we provide. For example, we send a claim describing your visit and diagnosis so your insurer can process the payment.

For our operations

We may use your information internally for activities like quality improvement reviews, staff training, and resolving complaints. These activities help us provide you with better care.

As required by law

We may be required to share information with public health agencies (for example, to report certain communicable diseases), comply with court orders, or cooperate with law enforcement in very specific and limited circumstances.

Everything else requires your permission

We will ask for your written authorization before using or sharing your records for any purpose not listed above — including marketing, fundraising, or research that uses your identifiable information.

5 Your Privacy Rights

Federal law gives you important rights over your health information. Here is what you can ask us to do:



Get a copy of your records

You can request a copy of your health records in paper or electronic form.



Correct your records

If you think something in your records is wrong or incomplete, you can ask us to correct it.



See who we've shared with

You can request a list of instances where we have disclosed your records to others.



Request restrictions

You can ask us to limit certain uses or disclosures of your information, though we may not always be able to agree.



Choose how we contact you

You can ask us to reach you in a specific way — for example, by email instead of phone, or at a specific address.



Get this notice in writing

You can request a printed copy of this privacy notice at any time, free of charge.

To exercise any of these rights, please contact our office using the information at the bottom of this page.

6 How to File a Privacy Complaint

If you believe your privacy rights have been violated, you have the right to file a complaint — and we will not retaliate against you for doing so. You have two options:

- **With us directly:** Contact our Privacy Officer at (203) 920-1772 or via the contact form on our website. We take all complaints seriously and will investigate promptly.
- **With the federal government:** You may file a complaint with the U.S. Department of Health & Human Services (HHS) Office for Civil Rights at [hhs.gov/hipaa/filing-a-complaint](https://www.hhs.gov/hipaa/filing-a-complaint) or by calling 1-800-368-1019.

Questions? We're Happy to Help.

Privacy law can be confusing. If anything on this page is unclear — or if you have questions about your specific records — please don't hesitate to reach out.

Privacy Officer: Larry Leibowitz, MD

 (203) 920-1772

 45 Grove Street

New Canaan, CT 06840

Our office hours are By Appointment Only.

We will respond to all privacy inquiries as soon as possible.

