

WASHINGTON REGIONAL MEDICAL CENTER

NOTICE OF PRIVACY PRACTICES

Effective Date: August 10, 2026

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

At Washington Regional Medical Center ("WRMC"), protecting the privacy of your health information is an important part of our commitment to providing quality healthcare. This Notice explains how we may use and disclose your health information, your privacy rights, and how you can obtain additional information or file a complaint.

OUR COMMITMENT TO YOUR PRIVACY

WRMC is required by law to maintain the privacy and security of your protected health information ("PHI"), provide you with this Notice of Privacy Practices, and follow the terms of the Notice currently in effect.

We will notify affected individuals if a breach occurs that may compromise the privacy or security of protected health information as required by law.

HOW WE MAY USE AND DISCLOSE YOUR HEALTH INFORMATION

Treatment

We may use and share your health information to provide medical care and treatment.

Examples include:

- Communicating with physicians, nurses, specialists, therapists, pharmacies, laboratories, and other healthcare providers involved in your care.
- Coordinating services, referrals, testing, medications, and follow-up care.
- Sharing information with healthcare providers involved in your continuing treatment.

Payment

We may use and disclose health information to obtain payment for services provided to you.

Examples include:

- Billing insurance companies and health plans.
- Verifying coverage and eligibility.
- Obtaining prior authorization.
- Processing patient billing and collections.
- Reviewing medical necessity for services provided.

Healthcare Operations

We may use and disclose health information to support hospital operations and improve care.

Examples include:

- Quality improvement activities.
- Patient safety initiatives.
- Staff education and training.
- Accreditation and regulatory reviews.
- Performance evaluations.
- Compliance activities.
- Risk management and auditing.

Appointment Reminders and Communications

We may contact you regarding:

- Appointments
- Follow-up care
- Test results
- Prescription reminders
- Billing matters
- Health-related services that may benefit you

Communications may occur by telephone, voicemail, text message, email, patient portal, or mail when permitted by law.

Electronic Communications

WRMC may use electronic systems, patient portals, secure messaging platforms, telehealth technologies, and other digital tools to support patient care and communication.

While WRMC employs safeguards to protect information, electronic communications may involve risks that cannot be completely eliminated.

Business Associates

WRMC works with certain vendors and service providers that assist us in operating our healthcare services.

These organizations may receive health information only as necessary to perform services on our behalf and are required by law and contract to protect your information.

HEALTH INFORMATION EXCHANGES

WRMC may participate in health information exchange programs that allow healthcare providers to securely share information for treatment, payment, and healthcare operations as permitted by law.

Participation in these programs helps improve coordination of care and patient safety.

PUBLIC HEALTH AND LEGAL REQUIREMENTS

We may disclose health information when required or permitted by law, including:

- Reporting communicable diseases
- Public health investigations
- Reporting abuse, neglect, or domestic violence
- Compliance with court orders
- Law enforcement requests authorized by law
- Health oversight activities
- Workers' compensation matters

- Organ and tissue donation activities
- Coroner and medical examiner investigations

RESEARCH

WRMC may use or disclose health information for research purposes when permitted by law and approved through appropriate review processes.

When possible, information used for research may be de-identified so that individuals cannot reasonably be identified.

USE OF TECHNOLOGY AND ARTIFICIAL INTELLIGENCE

WRMC may utilize electronic tools, clinical decision-support systems, automation technologies, and artificial intelligence-assisted applications to support healthcare operations and patient care.

These tools are used only in accordance with applicable laws and organizational policies. Clinical decisions affecting patient care remain under the supervision of qualified healthcare professionals.

YOUR PRIVACY RIGHTS

You have the right to:

- Inspect and obtain copies of your medical records.
- Request corrections to your records.
- Request restrictions on certain uses and disclosures.
- Request confidential communications.
- Receive an accounting of certain disclosures.
- Obtain a paper copy of this Notice.
- Designate authorized individuals to receive information when permitted by law.

Requests regarding these rights should be directed to WRMC Health Information Management.

SPECIAL PROTECTIONS

Certain categories of information may receive additional protections under federal or state law, including:

- Behavioral health information
- Substance use treatment records
- HIV-related information
- Genetic information
- Other specially protected records

When applicable, WRMC will comply with the additional legal protections governing those records.

YOUR RESPONSIBILITIES

To help us protect your privacy, please:

- Keep contact information current.
- Protect patient portal credentials.
- Notify us of changes to authorized representatives.
- Inform us of communication preferences.

CHANGES TO THIS NOTICE

WRMC reserves the right to revise this Notice at any time.

Updated versions will be available at our facilities and on our website. Changes may apply to information we already maintain as well as information received in the future.

QUESTIONS OR COMPLAINTS

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

Privacy Officer
Washington Regional Medical Center
958 US Highway 64 East
Plymouth, NC 27962

Phone: 252-793-4135

You may also file a complaint with the U.S. Department of Health and Human Services. Filing a complaint will not affect your care or result in retaliation.

NONDISCRIMINATION

Washington Regional Medical Center complies with applicable federal and state civil rights laws and does not discriminate on the basis of race, color, national origin, disability, age, sex, religion, veteran status, or any other protected classification under applicable law.

WRMC strives to provide meaningful access to healthcare services and reasonable accommodations consistent with applicable legal requirements and available resources.

Language assistance and communication support services may be available upon request.

For assistance, please contact WRMC Patient Relations at 252-793-4135.