



NOTICE OF PRIVACY PRACTICES

THIS NOTICE DESCRIBES HOW VOLUSIA MEDICAL CENTER MAY USE AND DISCLOSE YOUR HEALTHCARE INFORMATION AND HOW YOU CAN OBTAIN ACCESS TO THIS INFORMATION. PLEASE REVIEW IT CAREFULLY.

Volusia Medical Center is required by law to maintain the privacy of your protected health information. This information consists of all records related to your health, including demographic information, either created by Volusia Medical Center or received by Volusia Medical Center from other healthcare providers. We are required to provide you with notice of our legal duties and privacy practices with respect to your protected health information. These legal duties and privacy practices are described in this notice. Volusia Medical Center will abide by the terms of this notice, or the notice currently in effect at the time of the use or disclosure of your protected health information. Volusia Medical Center reserves the right to change the terms of this notice and to make any new provisions effective for all protected health information that we maintain. Patients will be provided a copy of any revised notices upon request. An individual may obtain a copy of the current notice from our office at any time.

Uses and Disclosures of Your Protected Health Information Not Requiring Your Consent

Volusia Medical Center may use and disclose your personal health information, without your written consent or authorization, for certain treatment, payment and healthcare operations. There are certain restrictions on uses and disclosures of treatment records, which include registration and all other records concerning individuals who are receiving, or who at any time have received services for mental illness, developmental disabilities, alcoholism, or drug dependence. There are also restrictions on disclosing HIV test results.

Treatment may include

- Providing, coordinating or managing healthcare and related services by one or more healthcare providers
- Consultations between healthcare providers concerning a patient
- Referrals to other providers for treatment
- Referrals to nursing homes, foster care homes, or home health agencies

External Health Information and Record Retrieval

For treatment, care coordination, medication reconciliation, quality improvement, and other purposes permitted by law, Volusia Medical Center may request, receive, review, import, reconcile, and enter health information from outside sources. These sources may include hospitals, specialists, laboratories, imaging centers, pharmacies, health information exchanges, patient portals, electronic record networks, and services such as PRISMA or similar record-retrieval platforms. We may also provide relevant information to other healthcare providers involved in your care. Access and disclosure remain subject to applicable federal and state confidentiality requirements, including any additional protections that apply to specially protected records.

Payment activities may include

- Activities undertaken by Volusia Medical Center to obtain reimbursement for services provided to you
- Determining your eligibility for benefits or health insurance coverage
- Managing claims and contacting your insurance company regarding payments
- Collection activities to obtain payment for services provided to you
- Reviewing healthcare services and discussing with your insurance company medical necessity, coverage, appropriateness of care, or justification of charges
- Obtaining pre-certification and pre-authorization of services to be provided to you

Pharmacy and Medication Communications

Volusia Medical Center may exchange relevant health and medication information with pharmacies, pharmacy benefit managers, electronic prescribing networks, health plans, and other healthcare providers for treatment, payment, and healthcare operations. These activities may include sending prescriptions, processing refill requests, reviewing medication histories, checking allergies and interactions, coordinating medication changes, obtaining prior authorization, resolving coverage issues, and supporting medication adherence and safety.

Healthcare operations may include

- Contacting healthcare providers and patients with information about treatment alternatives
- Conducting quality assessment and improvement activities
- Conducting outcome evaluations and development of clinical guidelines
- Protocol development, case management, or care coordination
- Conducting or arranging for medical review, legal services, and auditing functions

AI-Assisted Clinical Documentation

Volusia Medical Center may use approved artificial-intelligence-assisted documentation tools, including ambient or digital scribe technology, to help prepare a draft clinical note from information discussed during an encounter. An approved service provider may process protected health information on our behalf under written privacy and security obligations. The treating clinician remains responsible for reviewing, correcting, and approving the final medical record. When a tool captures or processes encounter audio, Volusia Medical Center will provide notice and obtain the patient's permission before activating it when required by law or practice policy. Declining AI-assisted

scribing will not affect access to care, and the clinician will document the encounter by another method. AI-generated information is not used as a substitute for the clinician's independent medical judgment.

Appointment Reminders, Billing Communications, Automated Calls, and Text Messages

Volusia Medical Center, or a service provider acting on our behalf, may contact you by telephone - including calls placed using automated dialing technology, prerecorded or artificial-voice messages, and automated voice assistants - and by text message (SMS), email, or mail. We may use these methods to provide appointment reminders and to communicate with you about your account, including statements, balances due, and payment options. When you are contacted by an automated voice assistant, it will identify itself as an automated assistant.

Text Messaging Consent and Your Choices

Providing a telephone number alone is not consent to receive text messages. SMS messaging is optional. You may opt in to SMS by a separate affirmative step - for example, checking an optional SMS consent box on the patient registration/intake form (unchecked by default), or by verbally agreeing when asked on a billing call whether you would like to receive a text. Consent to SMS is not required for care, registration, or billing. You may decline SMS and still receive care and account communications by other means.

Standard message and data rates may apply to text messages. Message frequency varies based on your account activity and appointments. You may reply HELP to any text message, or call our office, for assistance. Reply STOP to any text message to opt out of SMS.

No mobile information will be shared with third parties or affiliates for marketing or promotional purposes at any time. Text messaging originator opt-in data and consent will not be shared with any third parties for marketing or promotional purposes. Your telephone numbers, mobile information, and text-messaging opt-in status are shared only with service providers sending these communications on our behalf under written agreements that require them to protect it.

You may opt out of these communications at any time: Text messages - reply STOP to any message. Phone calls or email - tell us during any call, reply to any email, or contact our office at (386) 424-1584. Opting out of any method of contact will not affect your treatment or care at Volusia Medical Center; we will continue to communicate with you through other means as needed.

Other Permitted or Required Uses and Disclosures

We may not disclose your protected health information to family members or friends who may be involved in your treatment or care without your written permission, except as otherwise permitted or required by law. Health information may be released without written permission to a parent, guardian, or legal custodian of a child; the guardian of an incompetent adult; the healthcare agent designated in an incapacitated patient's healthcare power of attorney; or the personal representative or spouse of a deceased patient. There are additional situations when Volusia Medical Center is permitted or required to use or disclose your protected health information without your consent or authorization, including as required by law, for public health activities, health oversight, judicial and administrative proceedings, activities related to death, research under special approval, to avert a serious threat to health or safety, and for workers' compensation, as described in our full Notice of Privacy Practices on file with the practice.

Your Rights Regarding Your Protected Health Information

You may request restrictions on certain uses or disclosures; request access to or a copy of your healthcare records (subject to limited exceptions); request alternative means or locations for communications; request amendment of your healthcare information; request an accounting of disclosures; and request a paper copy of this notice. To exercise these rights, contact the privacy officer below. Complaints may be filed with Volusia Medical Center and/or the Secretary of Health and Human Services. No retaliatory action will be taken against any individual who files a complaint in good faith.

Privacy Officer / Contact



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Volusia Medical Center Notice of Privacy Practices. Prepared in accordance with the Health Insurance Portability and Accountability Act, 45 C.F.R. 164.520. SMS/contact, external-record exchange, pharmacy communication, and AI-assisted documentation sections updated July 2026.