

SmileHQ

Pediatric Dentistry • Orthodontics • Cosmetic Dentistry

Notice of Privacy Practices

Effective Date: July 10, 2025

This Notice describes how medical information about you may be used and disclosed and how you can get access to this information.

Please review it carefully.

Our Legal Duty

SmileHQ is committed to protecting your health information. As required by the Health Insurance Portability and Accountability Act (HIPAA), we must:

- Maintain the privacy of your protected health information (PHI)
- Provide this Notice explaining our legal duties and privacy practices
- Follow the terms of this Notice currently in effect

How We May Use and Disclose Your PHI

We may use and disclose your PHI for the following purposes without your written permission:

1. Treatment

To provide or manage your dental care, including coordination with other providers.

2. Payment

To obtain payment from insurance or third-party payers.

3. Healthcare Operations

To support quality improvement, staff training, accreditation, and audits.

4. Appointment Reminders & Health Communications

We may contact you via phone, email, or text for appointment reminders or treatment follow-ups.

Additional Uses and Disclosures Permitted by Law

- Public health and safety (e.g., infectious disease reporting)
- Legal or administrative proceedings
- Law enforcement or government functions
- Organ donation and medical examiner access

- Workers' compensation
- Research (with safeguards)
- Health oversight activities

Uses and Disclosures Requiring Authorization

We will obtain your written authorization before:

- Marketing unrelated to SmileHQ services
- Selling your PHI
- Sharing psychotherapy notes
- Any other non-routine use or disclosure

You may revoke your authorization at any time in writing.

Your Rights

You have the right to:

- Access your dental and billing records
- Request amendments to inaccurate or incomplete information
- Receive an accounting of disclosures
- Request restrictions on certain uses or disclosures
- Request confidential communications (e.g., phone vs. mail)
- Receive a paper copy of this Notice at any time

Complaints

If you believe your privacy rights have been violated, you may file a complaint with:

SmileHQ Privacy Officer

SmileHQ – Washington, DC Office

4820 13th St NW, Washington, DC 20011

Phone: (202) 829-3100

Bowie Office:

15480 Annapolis Rd Suite 202, Bowie, MD 20715

Phone: (301) 249-8000

Email: hello@smile-hq.com

Or with the U.S. Department of Health & Human Services at www.hhs.gov/ocr/privacy/hipaa/complaints/

You will not face retaliation for filing a complaint.

Contact Us

For questions or more information, please contact:

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SmileHQ – Bowie, MD Office

Phone: (301) 249-8000 15480 Annapolis Rd Suite 202, Bowie, MD 20715

Web: <https://smile-hq.com/>

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