NOTICE OF PRIVACY PRACTICES

Premier Medical Associates, PLLC

Effective November 1, 2026

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.

Premier Medical Associates, PLLC — Dr. Arturo Martinez, III and Dr. Marimer Rivera-Vazquez — keeps records of the care we give you. We call that information your protected health information. This notice tells you how we use it, when we share it, and what you can do about it. We are required by law to follow this notice.

How we use and share your information to care for you

We use and share your information for three everyday purposes without asking your permission.

Treatment. To provide and coordinate your care. Example: we send your lab results to a specialist we refer you to.

Payment. To bill and get paid. Example: we send your diagnosis and the services you received to your health plan so it will pay the claim.

Health care operations. To run the practice. Example: we review charts to check the quality of care and to train our staff.

Other ways we may use or share your information

The law lets or requires us to share your information in these situations without your permission. We share only what the law allows.

- **When the law requires it.** Including reports to the Texas Medical Board and responses to court orders.
- **Public health.** Reporting communicable diseases, births and deaths, reactions to medications, and problems with medical devices.
- **Abuse or neglect.** Reporting suspected abuse, neglect, or exploitation of a child, an elderly person, or an adult with a disability, as Texas law requires.
- **Health oversight.** Audits, investigations, inspections, and licensing.
- **Lawsuits and disputes.** In response to a court or administrative order, a subpoena, or a discovery request where the law permits.
- **Law enforcement.** To identify or locate a suspect or missing person, to report a crime, and in other situations the law allows.

- **Serious threats.** To prevent a serious and imminent threat to your health or safety or to the health or safety of someone else.
- **Coroners, medical examiners, and funeral directors.** So they can carry out their duties.
- **Organ and tissue donation.** To organizations that handle procurement or transplantation.
- **Research.** Only where a review board has approved the research and protects your privacy, or where the information does not identify you.
- **Workers' compensation.** To comply with laws about work-related injuries.
- **Military, veterans, national security, and correctional institutions.** In the narrow circumstances the law describes.
- **Business associates.** To companies that perform services for us — billing, our electronic medical record vendor, shredding. Each one signs a written contract requiring it to protect your information.
- **Disaster relief.** To organizations helping in a disaster, so your family can be notified.

People involved in your care

Unless you tell us not to, we may share information directly relevant to a person's involvement in your care or payment for it — a family member, a friend, or anyone else you identify. If you are not present or cannot agree, we use our professional judgment about whether sharing is in your best interest. You may tell us at any time to stop.

Appointment reminders and treatment alternatives

We may contact you to remind you of an appointment, to tell you about treatment alternatives, or to tell you about health-related benefits and services that may interest you. Tell the front desk if you would rather we did not.

Uses that always require your written permission

We will not use or share your information for any purpose other than those described in this notice without your written authorization. That includes each of the following.

- **Psychotherapy notes**, in the narrow circumstances where the law requires authorization, if we ever create or keep them.
- **Marketing.** Any communication that encourages you to buy a product or service, where we receive payment for making it.
- **Sale of your information.** We do not and will not sell your protected health information.
- **Substance use disorder treatment records** from a treatment program protected by federal law at 42 C.F.R. Part 2.

If you give us written permission, you may take it back at any time by writing to us. Taking it back does not undo anything we already did while we had your permission.

Special protection for substance use disorder treatment records

If we receive or keep records from a substance use disorder treatment program protected by federal law at 42 C.F.R. Part 2, those records — and testimony repeating what is in them — may not be used or disclosed against you in any civil, criminal, administrative, or legislative proceeding without your written consent or a court order entered after you (or the holder of the record) had notice and an opportunity to be heard, as 42 C.F.R. Part 2 provides. A court order alone is not enough — it must be accompanied by a subpoena or other legal mandate before the records are turned over.

Texas law gives you additional protection

The Texas Medical Records Privacy Act, Chapter 181 of the Texas Health and Safety Code, applies to us in addition to federal law. Where Texas law is stricter than federal law, we follow Texas law.

How Texas limits electronic sharing. Some of your health information is stored and shared electronically. Texas law requires us to tell you that your health information is subject to electronic disclosure. This notice — posted in our office and on our website — is that notice. Texas law also requires your separate written authorization each time we electronically disclose your health information, except when we disclose it to another covered entity for treatment, payment, health care operations, or an insurance or HMO function, or when state or federal law otherwise allows or requires the disclosure.

Your rights

Get a copy of your records. You may ask to see and get a copy of your medical and billing records. We will respond within fifteen (15) days, which is the Texas Medical Board's deadline and is shorter than the federal deadline. If your records are electronic and you ask for an electronic copy, we will provide one in the form you ask for if we can readily produce it. We may charge a reasonable, cost-based fee. **We will never withhold your records because you owe us money.**

Ask us to correct your records. If you believe something in your record is wrong or incomplete, you may ask us in writing to amend it. We may say no, and if we do we will tell you why in writing within sixty days.

Ask for confidential communications. You may ask us to contact you a specific way — for example, only at a certain phone number or address. We will say yes to any reasonable request.

Ask us to limit what we use or share. You may ask us not to use or share information for treatment, payment, or our operations. We are not required to agree, and we will say no if it would affect your care. **There is one request we must honor.** If you pay for a service in full, out of your own pocket, you may tell us not to share information about that service with your health plan, and we will not — unless the law requires us to.

Get a list of who we shared with. You may ask for a list — an accounting — of certain disclosures we made in the six years before your request. The list does not include disclosures for

treatment, payment, or operations, or ones you authorized. The first list in any twelve-month period is free.

Get a paper copy of this notice. You may ask for a paper copy at any time, even if you agreed to receive it electronically. We will give you one.

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 confirm the person has authority before we act.

Be notified if your information is breached. We will notify you if a breach occurs that compromises the privacy or security of your information.

Our duties

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

We may change this notice

We reserve the right to change this notice, and to make the changed notice apply to information we already have as well as information we receive in the future. If we make a material change, we will post the revised notice in our office and on our website, and we will have copies available at the front desk on request. The notice will show the date it takes effect.

How to complain

If you believe we have violated your privacy rights, tell us. You may complain to our Privacy Officer:

Privacy Officer — Practice Manager
Premier Medical Associates, PLLC
110 E Savannah Ave Bldg A 102, McAllen, Texas 78503
Telephone: 956-627-1538 — Fax: 956-420-0888 — Email: admin@pma-rgv.com

You may also complain to the U.S. Department of Health and Human Services, Office for Civil Rights:

200 Independence Avenue, SW, Room 509F, HHH Building
Washington, D.C. 20201

1-800-368-1019 — TDD: 1-800-537-7697
Portal: https://ocrportal.hhs.gov/ocr/portal/lobby.jsf
Complaint forms: https://www.hhs.gov/ocr/complaints/index.html

We will not retaliate against you for filing a complaint. Complaining will not affect your care.

Questions

For more information about this notice or about your privacy rights, contact our Privacy Officer at the address and telephone number above.

Language Assistance and Accessibility Services

Premier Medical Associates, PLLC

English

ATTENTION: If you speak a language other than English, free language assistance services are available to you. Appropriate auxiliary aids and services to provide information in accessible formats are also available free of charge. Call 956-627-1538 (TTY: 711) or speak to your provider.

Español

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. También están disponibles de forma gratuita ayuda y servicios auxiliares apropiados para proporcionar información en formatos accesibles. Llame al 956-627-1538 (TTY: 711) o hable con su proveedor.

Tiếng Việt

LƯU Ý: Nếu bạn nói tiếng Việt, chúng tôi cung cấp miễn phí các dịch vụ hỗ trợ ngôn ngữ. Các hỗ trợ dịch vụ phù hợp để cung cấp thông tin theo các định dạng dễ tiếp cận cũng được cung cấp miễn phí. Vui lòng gọi theo số 956-627-1538 (Người khuyết tật: 711) hoặc trao đổi với người cung cấp dịch vụ của bạn.

中文

注意：如果您說中文，我們可以為您提供免費語言協助服務。也可以免費提供適當的輔助工具與服務，以無障礙格式提供資訊。請致電 956-627-1538（TTY：711）或與您的提供者討論。

한국어

주의: 한국어를 사용하시는 경우 무료 언어 지원 서비스를 이용하실 수 있습니다. 이용 가능한 형식으로 정보를 제공하는 적절한 보조 기구 및 서비스도 무료로 제공됩니다. 956-627-1538(TTY: 711)번으로 전화하거나 서비스 제공업체에 문의하십시오.

العربية

تنبيه: إذا كنت تتحدث اللغة العربية، فستتوفر لك خدمات المساعدة اللغوية المجانية. كما تتوفر وسائل مساعدة وخدمات مناسبة لتوفير المعلومات بتنسيقات يمكن الوصول إليها مجانًا. اتصل على الرقم: 956-627-1538 (TTY: 711) أو تحدث إلى مقدم الخدمة.

Language Assistance and Accessibility Services

اردو

توجہ دیں: اگر آپ اردو بولتے ہیں، تو آپ کے لیے زبان کی مفت مدد کی خدمات دستیاب ہیں۔ قابل رسائی فارمیٹس میں معلومات فراہم کرنے کے لیے مناسب معاون امداد اور خدمات بھی مفت دستیاب ہیں۔ (TTY: 956-627-1538 711) پر کال کریں یا اپنے فراہم کنندہ سے بات کریں۔

Tagalog

PAALALA: Kung nagsasalita ka ng Tagalog, magagamit mo ang mga libreng serbisyong tulong sa wika. Magagamit din nang libre ang mga naaangkop na auxiliary na tulong at serbisyo upang magbigay ng impormasyon sa mga naa-access na format. Tumawag sa 956-627-1538 (TTY: 711) o makipag-usap sa iyong provider.

Français

ATTENTION : Si vous parlez Français, des services d'assistance linguistique gratuits sont à votre disposition. Des aides et services auxiliaires appropriés pour fournir des informations dans des formats accessibles sont également disponibles gratuitement. Appelez le 956-627-1538 (TTY : 711) ou parlez à votre fournisseur.

हिन्दी

ध्यान दें: यदि आप हिंदी बोलते हैं, तो आपके लिए निःशुल्क भाषा सहायता सेवाएं उपलब्ध होती हैं। सुलभ प्रारूपों में जानकारी प्रदान करने के लिए उपयुक्त सहायक साधन और सेवाएँ भी निःशुल्क उपलब्ध हैं। 956-627-1538 (TTY: 711) पर कॉल करें या अपने प्रदाता से बात करें।

فارسی

توجه: اگر فارسی صحبت می‌کنید، خدمات پشتیبانی زبانی رایگان در دسترس شما قرار دارد. همچنین کمک‌ها و خدمات پشتیبانی مناسب برای ارائه اطلاعات در قالب‌های قابل دسترس، به‌طور رایگان موجود می‌باشند. با شماره 956-627-1538 (تله‌تایپ: 711) تماس بگیرید یا با ارائه‌دهنده خود صحبت کنید.

Language Assistance and Accessibility Services

Deutsch

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlose Sprachassistenzdienste zur Verfügung. Entsprechende Hilfsmittel und Dienste zur Bereitstellung von Informationen in barrierefreien Formaten stehen ebenfalls kostenlos zur Verfügung. Rufen Sie 956-627-1538 (TTY: 711) an oder sprechen Sie mit Ihrem Provider.

ગુજરાતી

ધ્યાન આપો: જો તમે ગુજરાતી બોલતા હો તો મફત ભાષાકીય સહાયતા સેવાઓ તમારા માટે ઉપલબ્ધ છે. યોગ્ય ઑક્ઝિલરી સહાય અને ઍક્સેસિબલ ફૉર્મેટમાં માહિતી પૂરી પાડવા માટેની સેવાઓ પણ વિના મૂલ્યે ઉપલબ્ધ છે. 956-627-1538 (TTY: 711) પર કૉલ કરો અથવા તમારા પ્રદાતા સાથે વાત કરો.

Русский

ВНИМАНИЕ: Если вы говорите на русский, вам доступны бесплатные услуги языковой поддержки. Соответствующие вспомогательные средства и услуги по предоставлению информации в доступных форматах также предоставляются бесплатно. Позвоните по телефону 956-627-1538 (TTY: 711) или обратитесь к своему поставщику услуг.

日本語

注：日本語を話される場合、無料の言語支援サービスをご利用いただけます。アクセシブル（誰もが利用できるよう配慮された）な形式で情報を提供するための適切な補助支援やサービスも無料でご利用いただけます。956-627-1538（TTY：711）までお電話ください。または、ご利用の事業者にご相談ください。

ພາສາລາວ

ເຊີນຊາບ: ຖ້າທ່ານເວົ້າພາສາ ລາວ, ຈະມີບໍລິການຊ່ວຍດ້ານພາສາແບບບໍ່ເສຍຄ່າໃຫ້ທ່ານ. ມີເຄື່ອງຊ່ວຍ ແລະ ການບໍລິການແບບບໍ່ເສຍຄ່າທີ່ເໝາະສົມເພື່ອໃຫ້ຂໍ້ມູນໃນຮູບແບບທີ່ສາມາດເຂົ້າເຖິງໄດ້. ໂທຫາເບີ 956-627-1538 (TTY: 711) ຫຼື ລົມກັບຜູ້ໃຫ້ບໍລິການຂອງທ່ານ.