



Notice of Privacy Practices

Effective Date: July 15, 2026

Kinston Health is committed to protecting your protected health information (PHI). This notice explains how we may use and disclose your information, your privacy rights, and our legal responsibilities.

How We May Use Your Information

- Treatment- to provide, coordinate, and manage your care.
- Payment- to bill and receive payment for services.
- Health Care Operations- quality improvement, accreditation, staff education, auditing, credentialing, and HRSA/FQHC program requirements.
- As Required by Law- including public health reporting, abuse reporting, court orders, law enforcement, workers' compensation, and other legally required disclosures.
- Appointment reminders, preventive care reminders, referrals, prescription refill reminders, and other care coordination communications.

Electronic Communications

With your permission, Kinston Health may contact you by telephone, voicemail, text message (SMS), secure email, or patient portal regarding your healthcare. Message frequency varies. Message and data rates may apply. Reply STOP to opt out of text messages or HELP for assistance. Opting out of text messages will not affect your ability to receive healthcare services.

Uses Requiring Your Authorization

Uses or disclosures not otherwise permitted by law, including most marketing communications and disclosures requiring authorization under HIPAA or 42 CFR Part 2, require written permission.



Your Rights

- Receive a copy of this Notice
- Request confidential communications
- Inspect and obtain paper or electronic copies of your records
- Request amendments to your records
- Request an accounting of certain disclosures
- Request restrictions on certain disclosures, including eligible requests when paying out-of-pocket in full
- Receive notification if an unsecured breach of your PHI occurs
- File a complaint without fear of retaliation

Our Responsibilities

Kinston Health is required by law to maintain the privacy and security of your PHI, provide this Notice, comply with its terms, and notify you following certain breaches of unsecured PHI. We may revise this Notice at any time and post the updated version in our facilities and on our website.

Questions or Complaints

Director of Quality, Compliance, & Risk Management
Kinston Health
324 N. Queen Street
Kinston, NC 28501
Phone: 252-522-9800

You may also file a complaint with the U.S. Department of Health and Human Services Office for Civil Rights. You will not be retaliated against for filing a complaint.