Notice of Privacy Practices & Patient Portal Consent

This Notice explains how Western Wake Pediatrics P.A. protects and uses your health information and describes the conditions for using our secure Patient Portal. Please review it carefully.

Our Commitment to Your Privacy
We are committed to protecting the privacy and security of your health information. Federal law, including the Health Insurance Portability and Accountability Act (HIPAA), requires us to maintain the confidentiality of your protected health information, provide this Notice, and follow the practices described here unless updated.

How We Use and Share Your Health Information
We may use or disclose your health information to provide and coordinate your care, to bill you or your insurance company for services, and to support the daily operations of our practice such as quality improvement, staff training, and compliance with licensing requirements.

We may also share information when required or permitted by law. This includes reporting to public health authorities, responding to court orders or law enforcement requests, and supporting approved research projects that protect your privacy. In addition, we work with trusted vendors, such as laboratories and billing services, who must also safeguard your information.

Other uses or disclosures not described here require your written authorization.

Your Rights
Although your health record is the physical property of Western Wake Pediatrics, the information belongs to you. You have the right to receive a copy of this Notice at any time, either on paper or electronically. You may access and request copies of your medical record in paper or electronic format, and you may ask that corrections be made if you believe the record is incomplete or inaccurate. You also have the right to request a report of certain disclosures we have made, to ask that we limit how your information is used or shared, and to request that we communicate with you in a particular way, such as at a different address or phone number. If you have previously given permission to use or share your information, you may revoke that authorization at any time, except to the extent that action has already been taken based on it.

Secure Patient Portal Consent

In addition to the privacy practices described above, Western Wake Pediatrics offers patients and families access to a secure web-based Patient Portal. The Portal allows you to view portions of your medical record and communicate with our staff and physicians through secure electronic messaging. The system uses password protection and encryption to keep your information private while it is being transmitted and stored.

While the Portal is designed to be a secure tool, no system is perfect. Protecting your information also requires your participation. It is your responsibility to keep your login and password private, to notify us promptly if your email address changes, and to safeguard access to your email account and computer. If you believe your password has been compromised, you should change it immediately. Portal messages should not be used for emergencies. If you have an urgent medical concern, please call 911.

By using the Patient Portal, you acknowledge that you understand both the benefits and risks of electronic communication. You agree to use the Portal responsibly and in accordance with the instructions and policies provided.

Authorization for Communication
I certify that I understand the privacy risks of the mail, phone calls, and e-mail. I hereby authorize a Western Wake Pediatrics, representative or my provider to mail, call or e-mail me with communications regarding my healthcare, including but not limited to such things as appointment reminders, referral arrangements, and laboratory results. I understand that I have the right to rescind this authorization at any time by notifying Western Wake Pediatrics to that effect in writing.

Acknowledgement
By signing below, you confirm that you have received and reviewed this combined Notice of Privacy Practices and Patient Portal Consent. You understand how your health information may be used and disclosed, and you accept the conditions for participating in the secure Patient Portal.

Questions or Complaints
If you have questions about this Notice or believe your privacy rights have been violated, please contact our Privacy Officer at Western Wake Pediatrics, P.A., Lauren Worthington, by calling (919) 859-9991. You may also file a complaint directly with the Office for Civil Rights, U.S. Department of Health and Human Services, by calling 1-877-696-6775 or visiting www.hhs.gov/ocr. We will not retaliate against you for filing a complaint.

Effective Date: August 15, 2025