

Notice of Privacy Practices

Accolade Recovery

22209 Dolorosa St
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(818) 815-7117
AccoladeRecovery.com

Effective Date: August 14, 2026

THIS NOTICE DESCRIBES HOW MEDICAL, BEHAVIORAL HEALTH, AND SUBSTANCE USE DISORDER INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED, HOW YOU CAN GET ACCESS TO THIS INFORMATION, AND YOUR RIGHTS REGARDING YOUR INFORMATION. PLEASE REVIEW IT CAREFULLY.

Our Commitment to Your Privacy

Accolade Recovery is committed to protecting the privacy and confidentiality of your health information.

As a provider of detoxification and residential substance use disorder treatment services, Accolade Recovery protects patient information in accordance with applicable federal and California privacy laws, including the Health Insurance Portability and Accountability Act ("HIPAA") and, when applicable, the federal Confidentiality of Substance Use Disorder Patient Records regulations at **42 C.F.R. Part 2 ("Part 2")**.

This Notice explains your privacy rights, our responsibilities, and how we may use and disclose your health information.

When another applicable law provides greater privacy or confidentiality protection than HIPAA, Accolade Recovery will follow the more protective requirement as required by law.

Your Rights

You have rights regarding your health information. Subject to applicable law, these include the right to:

Access Your Health Information

You may ask to inspect or obtain an electronic or paper copy of your medical record and other health information we maintain about you.

We will provide access within the time and in the manner required by applicable law. We may charge a reasonable, cost-based fee when permitted by law.

Request a Correction

You may ask us to correct or amend health information that you believe is incorrect or incomplete.

We may deny your request in certain circumstances permitted by law. If we deny a request, we will provide an explanation when required.

Request Confidential Communications

You may ask us to communicate with you about your health information in a specific way or at a specific location, such as contacting you only at a particular telephone number or mailing address.

We will accommodate reasonable requests as required by law.

Request Restrictions

You may ask us to limit certain uses or disclosures of your health information.

We are not required to agree to every requested restriction. However, when required by HIPAA, if you pay for a health care item or service completely out-of-pocket and ask us not to disclose information about that item or service to your health plan for payment or health care operations, we will honor that request unless disclosure is required by law.

Receive an Accounting of Certain Disclosures

You may request a list of certain disclosures we have made of your health information.

The accounting will be provided in accordance with applicable HIPAA and Part 2 requirements.

Receive a Copy of This Notice

You may request a paper or electronic copy of this Notice at any time. The current Notice is also available on the Accolade Recovery website.

Choose a Personal Representative

If another person has legal authority to act on your behalf, that person may exercise your privacy rights to the extent permitted by law.

We may verify that person's identity and authority before taking action.

File a Privacy Complaint

You have the right to file a complaint if you believe your privacy or confidentiality rights have been violated.

Accolade Recovery will not retaliate against you, deny treatment, or otherwise penalize you for filing a complaint or exercising your privacy rights.

How We May Use and Disclose Your Information

We may use and disclose your health information as permitted or required by applicable law.

Treatment

We may use your health information to provide, coordinate, and manage your care.

For example, members of your treatment team may use information about your medical history, medications, withdrawal symptoms, substance use history, behavioral health needs, treatment progress, and discharge planning to provide your care.

Payment

We may use or disclose information as permitted by law to obtain payment for services provided to you. This may include verifying insurance eligibility, obtaining authorization, submitting claims, coordinating benefits, and responding to payment or utilization-review requests.

Health Care Operations

We may use or disclose information for activities necessary to operate our treatment program, including:

- Quality assessment and improvement;
- Patient safety;
- Staff training and supervision;
- Credentialing;
- Compliance and auditing;
- Licensing and accreditation;
- Legal and risk-management activities; and
- Business administration.

Business Associates and Service Providers

We may use outside organizations or professionals to perform services on our behalf, such as billing, electronic health records, laboratories, information technology, legal, compliance, and administrative services.

When required by law, these parties must appropriately safeguard your information.

Medical Emergencies

We may disclose information as permitted by law when necessary to address a bona fide medical emergency.

Required by Law

We may use or disclose health information when required or expressly permitted by applicable law.

Public Health and Safety

We may disclose information for certain legally authorized public health activities or when permitted by law to prevent or lessen a serious and imminent threat to the health or safety of a person or the public.

Abuse, Neglect, and Mandatory Reporting

We will comply with applicable laws requiring reports of suspected abuse, neglect, exploitation, or other circumstances that must be reported.

Such reporting does not necessarily authorize disclosure of a patient's entire treatment record.

Health Oversight, Licensing, and Accreditation

We may disclose information to authorized government agencies, regulators, and accrediting organizations when permitted by law for activities such as audits, inspections, investigations, licensing, certification, quality review, and accreditation.

Judicial, Administrative, and Law Enforcement Matters

We may disclose health information in response to certain judicial, administrative, or law enforcement requests only when permitted or required by applicable law.

Substance use disorder records protected by Part 2 receive additional protections as described below.

Other Permitted Disclosures

We may make other uses or disclosures permitted or required by law, including certain disclosures involving coroners, medical examiners, funeral directors, research, or other legally authorized purposes.

Special Protection for Substance Use Disorder Records

Federal law provides additional confidentiality protections for certain substance use disorder patient records under **42 C.F.R. Part 2**.

When Part 2 applies, Accolade Recovery will use or disclose Part 2 records only as permitted by federal law.

Where permitted by Part 2, a patient may provide consent allowing certain future uses and disclosures of Part 2 records for treatment, payment, and health care operations.

Use of Part 2 Records Against a Patient

Part 2 records generally may not be used or disclosed in civil, criminal, administrative, or legislative proceedings against a patient unless the patient provides specific written consent or the applicable requirements for a court order and other legal process under Part 2 are satisfied.

Part 2 records generally may not be used to investigate a patient or initiate or substantiate criminal charges against a patient except as specifically permitted by federal law.

A general authorization for the release of medical information does not necessarily authorize the use or disclosure of Part 2 records in a proceeding against a patient.

Uses and Disclosures Requiring Your Permission

Uses and disclosures of your health information that are not otherwise permitted or required by law generally require your written authorization or consent.

Separate or additional authorization or consent requirements may apply to:

- Substance use disorder records protected by Part 2;
- SUD counseling notes;
- Psychotherapy notes;
- Marketing;
- Sale of protected health information;
- Certain legal proceedings; and
- Other specially protected health information.

When your written authorization or consent is required, you generally may revoke it in writing as permitted by applicable law. Revocation will not affect actions already taken in reliance on a valid authorization or consent.

Family Members and Others Involved in Your Care

Where permitted by law, you may tell us your preferences regarding sharing information with family members, friends, caregivers, or other persons involved in your care.

Substance use disorder records protected by Part 2 will not be disclosed merely because a person identifies themselves as your family member, friend, caregiver, or other person involved in your care.

When written consent or authorization is required by Part 2, HIPAA, or California law, we will obtain it before making the disclosure.

California Privacy Protections

Accolade Recovery complies with applicable California laws governing the confidentiality of medical, behavioral health, and substance use disorder information.

California law may provide privacy protections in addition to those provided by HIPAA and Part 2. When California law provides greater protection and is applicable, Accolade Recovery will follow the more protective requirement.

Our Responsibilities

Accolade Recovery is required by law to:

- Maintain the privacy and security of protected health information;
- Protect the confidentiality of Part 2 records as required by federal law;
- Provide you with notice of our legal duties and privacy practices;
- Follow the terms of the Notice currently in effect;
- Obtain written authorization or consent when required by law;
- Maintain appropriate safeguards for patient information; and
- Notify affected individuals following certain breaches of unsecured protected health information or Part 2 records when notification is required by law.

We will not use or disclose your information other than as described in this Notice unless you give us written permission or the use or disclosure is otherwise permitted or required by law.

Breach Notification

Accolade Recovery maintains administrative, physical, and technical safeguards designed to protect patient information.

If a breach of unsecured protected health information or Part 2 records occurs, we will provide notifications required by applicable law.

Changes to This Notice

Accolade Recovery reserves the right to change this Notice and our privacy practices as permitted by law.

Changes may apply to health information we already maintain as well as information we receive in the future.

When required, we will revise this Notice and make the current version available at Accolade Recovery and on our website.

Questions or Complaints

If you have questions about this Notice, would like to exercise your privacy rights, or believe your privacy or confidentiality rights have been violated, please contact:

Artin Haftevani, Privacy Officer
Accolade Recovery
22209 Dolorosa St
Woodland Hills, CA 91367

Phone: (818) 815-7117

Email: rthaftevani@gmail.com

Website: AccoladeRecovery.com

You may also file a complaint with the **U.S. Department of Health and Human Services, Office for Civil Rights (OCR)**.

Complaints involving the confidentiality of substance use disorder patient records protected by 42 C.F.R. Part 2 may also be submitted to the U.S. Department of Health and Human Services Office for Civil Rights as permitted by federal law.

Accolade Recovery will not retaliate against you for filing a complaint or exercising your privacy or confidentiality rights.

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