



## NOTICE OF PRIVACY PRACTICES

NCG Home Health, Inc.

Effective Date: October 2025

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Phone: (786) 313-3307

Email: ncgomehealth@yahoo.com

Miami Office: 10300 SW 72nd St., Suite 470A, Miami, Florida 33173

Cape Coral Office: 4703 Del Prado Blvd, Suite 5, Cape Coral, Florida 33904

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### Our Responsibilities

We are required by law to maintain the privacy and security of your protected health information (PHI). We will notify you promptly if a breach occurs that may have compromised your information. We must follow the duties and privacy practices described in this Notice.

### How We May Use and Share Your Health Information

Treatment: To coordinate your care with nurses, aides, physicians, and other providers. Payment: To bill and receive payment from Medicare, Medicaid, insurance companies, or other payors. Healthcare Operations: To run our business, improve services, train staff, and ensure quality of care. We may also share your information when required by law, including public health reporting, oversight agency audits, court orders or legal processes, certain law enforcement purposes, and with coroners, medical examiners, or funeral directors.

### Your Rights

You have the right to: obtain a copy of your medical record; request corrections; request confidential communications; ask us to limit certain uses and disclosures (we may say no if it would affect your care); receive a list of disclosures; get a paper or electronic copy of this Notice at any time; designate a representative (guardian or power of attorney); and file a complaint if you believe your rights have been violated.

### Filing a Complaint

If you believe your privacy rights have been violated, you may file a complaint with us or with the U.S. Department of Health & Human Services (HHS), Office for Civil Rights (OCR). We will not retaliate against you for filing a complaint.

## Contact to File a Complaint or Ask Questions

NCG Home Health, Inc. – Privacy Officer

Phone: (786) 313-3307

Email: ncghomehealth@yahoo.com

Mailing: 10300 SW 72nd St., Suite 470A, Miami, Florida 33173

HHS Office for Civil Rights (OCR)

200 Independence Avenue, S.W., Washington, D.C. 20201

Phone: 1-877-696-6775

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