

NOTICE OF PRIVACY PRACTICES

Generations Health Notice of Privacy Practices Effective Date: 01/01/2026

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. Our Privacy Commitment:

Generations Health ("Practice," "we," "us," or "our") is committed to protecting the privacy and security of your protected health information ("PHI") in accordance with the Health Insurance Portability and Accountability Act (HIPAA) and applicable New Hampshire law.

How We May Use and Disclose Your Health Information

We may use and share your PHI to provide, coordinate, and manage your healthcare. This includes in-person care, pediatric care, telehealth services, care coordination, and referrals.

Payment

We may use and share your PHI to bill and receive payment for healthcare services provided to you.

Healthcare Operations

We may use your PHI to operate our practice, improve quality, conduct audits, train staff, manage business operations, and support care delivery.

Electronic Communications & Telehealth

We may communicate with you electronically, including through patient portals, secure messaging, email, phone, or telehealth platforms, as permitted by law. We use reasonable safeguards to protect your information; however, electronic communications may carry some risk.

Other Permitted or Required Uses

We may disclose your PHI as permitted or required by law, including for:

- Public health reporting
- Abuse, neglect, or domestic violence reporting
- Health oversight activities
- Law enforcement or legal proceedings
- Research with required safeguards

- Preventing or reducing serious threats to health or safety
- Uses and Disclosures That Require Your Written Authorization

We will not use or disclose your PHI without your written authorization for:

- Marketing purposes
- Sale of your information
- Most psychotherapy notes

You may revoke an authorization at any time in writing.

Your Rights

You have the right to:

- Access Your Information
- Request to inspect or obtain a copy of your medical records in paper or electronic form.
- Request Corrections
- Ask us to correct health information you believe is incorrect or incomplete.
- Request Confidential Communications
- Ask us to contact you in a specific way or at a specific location.
- Request limits on certain uses and disclosures of your health information.

While we are not required to agree to all requests, we will comply with a request not to disclose information to your health plan if you pay for a service in full out of pocket and the disclosure is for payment or healthcare operations.

Accounting of Disclosures

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

Personal Representatives

You may designate a personal representative to act on your behalf regarding your health information. Parents or legal guardians generally serve as personal representatives for minors, subject to applicable state and federal law.

Copy of This Notice

You may request a paper or electronic copy of this Notice at any time.

File a Complaint

You may file a complaint if you believe your privacy rights have been violated. We will not retaliate against you for filing a complaint.

Our Responsibilities

We are required by law to:

- Maintain the privacy and security of your PHI
- Notify you if a breach of unsecured PHI occurs
- Follow the terms of this Notice

Changes to This Notice

We may update this Notice from time to time. Any changes will apply to the health information we already have about you as well as any information we receive in the future. The most current version will always be available upon request and on our website.

Questions or Complaints

If you have questions or would like a copy of this Notice, please contact Generations Health Privacy Officer:

Phone: (989) 394-7118

Email: info@generationshealthmi.com

Mail: 212 S. Court Street, Standish MI 48658

You may also file a complaint with the U.S. Department of Health and Human Services, Office for Civil Rights by visiting www.hhs.gov or calling 1-877-696-6775.

TERMS OF SERVICE

Introduction

These Terms of Service (“Terms”) explain how you may use our websites, mobile applications, and related services (collectively, the “Services”). The Services are owned and operated by Generations Health (“Practice,” “we,” “us,” or “our”).

When we refer to “you,” we mean you and anyone using the Services through your account.

By using our Services, you confirm that you have read, understand, and agree to these Terms. If you do not agree, you should not use the Services.

Dispute Resolution

These Terms include a binding arbitration agreement. This means that if a dispute arises between you and the Practice related to these Terms or your use of the Services, it will be resolved through arbitration rather than in court.

By agreeing to these Terms, you give up the right to file a lawsuit in court, have a jury trial, or participate in a class action lawsuit. Please review the Dispute Resolution and Arbitration section for full details.

Medical Emergencies

If you are experiencing a medical emergency, call 911 immediately.

Our Services are not intended for emergency care. Do not delay seeking emergency medical treatment based on information provided through the Services.

If you are experiencing suicidal thoughts or are in crisis, call 988, the National Suicide & Crisis Lifeline.

Our Services

We provide healthcare services, including telehealth, through licensed healthcare providers (“Practice Providers”). Telehealth and related non-clinical services are collectively referred to as the “Services.”

We utilize a secure, HIPAA-compliant online platform that allows you to connect with licensed healthcare providers using video, phone, and secure messaging.

Practice Providers are responsible for your medical care. The Practice does not provide medical or legal advice except through care delivered by your Practice Provider. We do not recommend or endorse specific tests, medications, or treatments. All care decisions are made between you and your Practice Provider.

Who Can Use the Services

Our Services are available only within the United States and only in states where we are licensed to provide care. You must be legally able to consent to treatment in your state. If you are under the age of majority, a parent or legal guardian must provide authorization.

Account Responsibility and Security

By using our Services, you agree that you are legally able to use them and that you will not attempt to breach security, access unauthorized information, interfere with system operations, or use automated scraping or data-mining tools.

You are responsible for maintaining the confidentiality of your account credentials.

Privacy

Your information is handled in accordance with our Privacy Policy.

We may use third-party vendors to support our operations, including electronic medical record systems and secure technology infrastructure. These vendors are required to comply with applicable privacy and security laws and may only access information as necessary to provide services to the Practice.

Electronic Communications

By using the Services, you agree to receive communications electronically, including notices and disclosures. Electronic signatures and records satisfy legal requirements for written documents.

We may request additional information to verify your identity. Failure to provide it may result in suspension of access.

Calls and Text Messages

If you provide your mobile number, you consent to receiving calls and text messages related to your care or Services. Standard message and data rates may apply.

You may opt out by replying "STOP." Please note that opting out may limit certain Services.

Intellectual Property

All content, materials, and technology associated with the Services belong to the Practice and are protected by intellectual property laws.

You may use the Services for personal, non-commercial purposes only. You may not copy, modify, distribute, sell, or commercially exploit any content without written permission.

If you provide feedback, we may use it without restriction or compensation.

Accuracy and Availability

We strive to keep the Services accurate and functional, but we do not guarantee that information is always complete or error-free or that the Services will always be available or uninterrupted. Content may be updated at any time without notice.

Third-Party Links

Our Services may contain links to third-party websites. We are not responsible for their content or privacy practices.

User Conduct

You agree not to submit unlawful, harmful, or misleading information; impersonate another person; attempt unauthorized access; introduce malware; or record sessions without permission.

We may use de-identified and anonymized information for research, analytics, and educational purposes. Identifiable patient information will not be sold.

You agree to indemnify the Practice for claims arising from misuse of the Services.

Disclaimer of Warranties

The Services are provided “as is” and “as available.” We do not guarantee specific treatment results, uninterrupted access, or error-free operation.

Limitation of Liability

To the maximum extent permitted by law, the Practice is not liable for indirect or consequential damages.

Additional Legal Terms

Disputes are resolved through binding arbitration. We are not liable for events beyond our control. Failure to enforce a provision does not waive our rights. We may update these Terms at any time, and continued use constitutes acceptance. If any provision is unenforceable, the remainder remains valid.

Contact Us

If you have questions about these Terms, please contact:
info@generationshealth.com

