

My Psychiatric Partner, LLC (MPP)

NOTICE OF PRIVACY PRACTICES

Effective: 1/6/2016; Last Revised: 3/13/22

PLEASE REVIEW CAREFULLY. If you have questions, you may call 855-677-1677 (855-MPP-1MPP).

My Psychiatric Partner, LLC respects your privacy and is committed to protecting all of your personal health information (PHI). This notice describes how your personal information and PHI may be used, how it may be disclosed, and how you can obtain access to this information. This page will serve as a summary of your privacy rights. The law requires that we keep your PHI private. We must give you this Notice about our privacy practices and follow the terms of this Notice while it is in effect. We train our personnel concerning privacy and confidentiality. We are also required to mitigate, to the best of our ability, any breach of privacy or confidentiality, and to notify you if there has been a breach involving your PHI. Your use of MPP's Services indicates your acceptance of the terms of this Notice.

I. INTRODUCTION

MPP is engaged in the business of providing healthcare resources from physicians and other licensed health care practitioners ("Providers") to individuals through real-time, secure audio and video conferencing, which is supplemented at times with telephone, secure email communication, HIPPA-compliant text messaging, and in-person visits, for the diagnosis and treatment of patients ("Services").

II. INFORMATION THAT MAY BE COLLECTED

In order to use the Services, you are asked for an email address for us to use for your videoconferencing visit(s). You will also be asked for your name, address, telephone number, date of birth, and other pertinent data that will be available to your Provider. We will also require you to provide us with either a security password or visual proof of a valid state-issued form of identification, which will be used to properly identify you at the beginning of each visit.

Your e-mail address or phone number may be used by MPP to provide appointment reminders, changes in appointments, messages from your Providers or an MPP staff member, or for health-related Programs as described in this Notice and the [Terms of Use](#). Your e-mail address will not be shared with any other third parties and will not be used for advertising or sales purposes.

MPP maintains the record of the care and services you receive from the Provider. Some examples of the information that may be collected or created through this process are the electronic medical record created as a result of Provider visits, medical test results, third-party medical records requested, messages you leave on our secure voicemail line, HIPPA-compliant text messaging app, or secure email.

Also, to utilize our Services, we may collect credit card or bank account information, which may in some cases be maintained in encrypted form on secure servers.

In order to participate in the Services, you will need to provide PHI about yourself to either MPP or its Providers. Here are examples of the types of PHI we gather:

- Information You Give Us - Examples of the types of information you may provide us include data such as weight, lab results, medications, medical and psychiatric history, pharmacy and prescription information, and demographic information such as age, education, gender, and zip code.
- Third-Party Information - Health-related information about you received from third-parties such as nurses, doctors or family members.
- Information Accessed through Third-Party Data Services - When you use our Services, we may access health-related information about you that is stored with third party-data services such as Microsoft HealthVault or Google Health. MPP will also access, as indicated and as required by law, any state-run, controlled substance databases in order to verify and monitor your history regarding controlled substance prescriptions.

III. HOW INFORMATION ABOUT YOU MAY BE USED BY MPP

MPP is permitted to gather, use and disclose your PHI for purposes related to Treatment, Payment, and Health Care Operations as follows:

For Treatment. MPP may use or disclose your PHI to health care professionals to facilitate or provide health care services such as initial consultations, follow-up treatment, ordering tests, prescription information, test results, or referrals to other specialists. This may include doctors, nurses, technicians, students or other MPP workers, as well as individuals outside of MPP including, but not limited to, referring physicians and home health care nurses who are treating you or providing follow-up care.

For Payment. MPP may use and disclose your PHI with others who help pay for your care, such as family members, health care facilities, health savings account

programs, employers, and insurers.

For Health Care Operations. MPP may use and disclose your PHI for its health care operations. These uses and disclosures help us run our programs and make sure MPP's customers receive quality care. For example, MPP may use PHI to review the treatment and provision services. MPP may use PHI to measure the performance of its independently contracted Providers and how they care for you. MPP may share PHI with third parties who MPP engages to provide various services such as doctors, nurses, technicians, students, and other health care workers for educational purposes. If any such third party requires access to your PHI in order to perform the agreed upon services, MPP will require that third party be bound to the terms outlined in this Privacy Notice.

Business Associates. MPP may contract with outside businesses to provide some services. Each contracted party must enter into an agreement with MPP, requiring them to protect PHI that is shared with them in accordance with the restrictions outlined in this Privacy Notice. Furthermore, PHI will only be provided to third party businesses for the limited scope of performing required services to help facilitate treatment, payment, and health care operations to you.

For Appointment Reminders. MPP may use and disclose PHI in attempts to communicate with you about your appointment for medical care.

Treatment Alternatives. MPP may use and disclose PHI to tell you about different types of treatment available to you. MPP may use and share PHI to tell you about other benefits and services related to your health.

Authorization. MPP is permitted to use and disclose your PHI upon your written authorization, to the extent that such use or disclosure is consistent with your authorization. Your written authorization is required for the release of any visit notes, or marketing to you of any products or services not related to you care or treatment. Please note that you may revoke or limit any such authorization at any time. MPP cannot take back any disclosures we have already made with your permission. MPP is required to keep records of the care provided to you. Be assured that any uses or disclosures not described in this notice will require your written authorization.

People Involved in Your Care. With your permission, MPP may share your PHI with a family member or friend who helps with your medical care. If you are not present or able to say no, we may use our judgment to decide if sharing your PHI is in your best interest.

Other Use and Disclosure of PHI – Special Situations

To Prevent a Serious Threat To Health Or Safety. MPP may use and disclose

your PHI to prevent a serious threat to your health and safety or that of others. MPP will only disclose your PHI with persons who can help prevent said threat.

Public Health Risks. MPP may share your PHI for public health activities, as required by federal, state or local law. Examples of such activities include: reporting child abuse or neglect; reporting deaths, reactions to medicines or problems with products; telling you about product recalls; and telling the proper government department if MPP believes a patient has been the victim of abuse, neglect or domestic violence.

Lawsuits and Disputes. If you are in a lawsuit or a dispute, MPP may share your PHI in response to a court order, legal demand or other lawful process.

As Otherwise Required by Law. MPP may disclose your PHI when required to do so by federal, state or local law to respond to a court order, subpoena, warrant, or summons, audits and investigations, or to proper federal officials for national security reasons.

IV. HOW SECURITY IS HANDLED AT MPP

The importance of security for all personal information including, but not limited to, your PHI is of utmost concern to us. PHI collected by MPP is stored in secure environments that are not available or accessible to the public. Only those employees who need access to your information in order to do their jobs are allowed access, each having agreed to confidentiality. Any employee who violates our privacy or security policies is subject to disciplinary action, including possible termination and civil and/or criminal prosecution. MPP is not only HIPPA-compliant but additionally utilizes the latest technologies to ensure utmost security. MPP is the sole owner of the information collected on its site. MPP will not sell, share or lease this information to others. MPP does not sell any customer lists, e-mail addresses, or other data. MPP does not track or utilize cookies (text information files that your web browser places on your computer when you visit a website) in any manner.

Security on our Website

Secure interaction. When you interact on our website, all of your PHI including, but not limited to, your credit card or checking account information, is transmitted through the Internet using Secure Socket Layers (SSL) technology. SSL technology causes your browser to encrypt your entered information before transmitting it to our secure server. SSL technology, an industry standard, is designed to prevent someone other than operators of our web site from capturing and viewing your personal information. MPP also takes the following measures to protect your PHI online:

Information. As any entered information you provide to us on our website will be transmitted using a secure connection, your web browser must support this level of security. The most recent versions of Safari, Google Chrome, Microsoft Internet Explorer and Firefox can support a secure connection and can be downloaded for free from their respective websites.

No data transmission over the Internet can be guaranteed to be 100% secure. While we strive to protect your PHI from unauthorized access, use or disclosure, MPP cannot ensure or warrant the security of any information you transmit to us on our website.

V. Privacy Rights

We are required by law to make sure that PHI that identifies you is kept private, give you this Notice of our legal duties and privacy practices concerning your PHI, and follow the terms of this Notice currently in effect.

Your Rights Regarding Your PHI

You have the following rights regarding your PHI maintained by MPP:

Right To Inspect and To Receive Copies. You have the right to receive copies of the PHI used to make decisions about your care, provided you submit your request in writing to the addresses in section VIII of this Notice. Usually, this includes medical and billing records. MPP may deny your request to view and/or copy your PHI in limited circumstances. If your request is denied, MPP will inform you of the reason of the denial and you have the right to request a review of the denial.

Right To Amend. If you think the PHI that MPP has about you is wrong or incomplete, you have the right to ask for an amendment to your record. To ask for a change to your record, you must submit a request to our Administrator in writing, to the addresses in section VIII of this Notice, and state a reason that supports your request.

MPP may, under certain circumstances, deny your request for an amendment to your record. This may occur if the information to be amended: is not submitted in writing or does not include a reason to support the request; was not created by MPP, unless the person or entity outside of MPP that created the information is no longer available to make the amendment; is not part of the records used to make decisions about you; is not part of the information which you are permitted to inspect and to receive a copy of; or, is accurate and complete.

Right To an Accounting of Disclosures. You have the right to get a list of the

disclosures MPP has made of your PHI. This list will not include all disclosures that MPP made. For example, this list will not include disclosures that MPP made for treatment, payment or health care operations, or disclosures you specifically approved. To ask for this list, you must submit your request in writing to the addresses in section VIII of this Notice.

Right To Request Restrictions. You have the right to ask for a restriction or limitation on the PHI that MPP uses or discloses for treatment, payment or health care operations. You also have the right to ask for a limit on the PHI that MPP discloses to someone who is involved in your care or in the payment for your care. Such a person may be a family member or friend. MPP is not required to comply with your request. If MPP does agree, we will fulfill your request unless the information is needed to provide you with emergency treatment or if otherwise required by law. To ask for restrictions, you must make your request in writing to the addresses in section VIII of this Notice. If doing so, you must inform us regarding what information you want to limit and/or how you want us to limit the information, and to whom you want the limits to apply.

Right To Request Specific Communications. You have the right to request confidential communications of your PHI or medical matters. You may request that MPP communicate with you through specific means or at a specific location. You must make your request in writing to the addresses in section VIII of this Notice. MPP will attempt to meet all reasonable requests.

Right To a Paper Copy of This Notice. You may ask MPP to give you a written copy of this Notice at any time. Even if you have agreed to get this Notice electronically, you still have a right to a paper copy of this Notice.

Right To Review Privacy Policies of Third-Party Sites. If you click on a link to a third-party site, you will leave the MPP site and go to the site you selected. Because we cannot control the activities of third parties, we cannot accept responsibility for any use of your PHI by such third parties, and we cannot guarantee that they will adhere to the same privacy practices as MPP. We encourage you to review the privacy statements of any other service provider from whom you request services. If you visit a third-party website that is linked to our site, you should read that site's privacy policy before providing any personally identifiable information.

VI. Revisions to This Notice

MPP may occasionally add new features as part of its delivery of Services to its customers. As a result, our privacy practices may change. We may revise this Notice to reflect any changes in our privacy practices. We reserve the right to make the revised Notice effective for PHI we already have about you. Also, it will be effective for any information we receive in the future. We will post a current

version of the Notice on our website prior to the change becoming effective. The effective date of this Notice is on the top page, left side, under the title. If we make any material changes, we will notify you by means of changing the Last Revised date on this Notice on our website prior to the change becoming effective.

VII. Social Media Accounts

Any MPP social media accounts, such as Facebook and Twitter, are hosted by third parties. Your interactions with these accounts are governed by the privacy policy of the respective companies.

VIII. Complaints or Concerns

If you think your privacy rights have been violated, have any questions or concerns, or need to make a request in writing, you may do so by email at writetompp@gmail.com, or in writing to the following address:

My Psychiatric Partner, LLC
8483 Torwoodlee Court
Dublin, Ohio 43017

ACCEPTANCE

By using this Site and MPP's Services, you acknowledge your acceptance of MPP's Privacy Policy and agree to the terms described herein. If you do not agree with this policy, you should not use MPP's Services. It is recommended that you read this privacy policy before use of Services to ensure that you have not missed any changes to the privacy policy. Your continued use of the Services following any changes to the privacy policy signifies your acceptance of those changes.