

# Privacy Policy:

ProWellness Plus Privacy Policy

Effective Date: 09-14-2024

## Introduction

At ProWellness Plus, we are dedicated to protecting your privacy and safeguarding your health information. This Privacy Policy outlines how we collect, use, and disclose your protected health information (PHI) in accordance with the Health Insurance Portability and Accountability Act (HIPAA). It also explains your rights regarding your health information and how you can exercise them.

## 1. Protected Health Information (PHI) We Collect

We may collect the following types of health-related information about you:

- Personal identifiers: Name, address, phone number, email address, date of birth, and Social Security number.
- Health information: Medical history, treatment records, chiropractic care details, and other health data.
- Insurance and billing information: Insurance provider details, policy numbers, and claims data.

## 2. How We Use Your PHI

We use your PHI for the following purposes:

- Treatment: To provide, coordinate, or manage your chiropractic care and related services.
- Payment: To process payments for the services you receive, including communicating with your health insurance company.
- Healthcare operations: To improve the quality of care, train staff, conduct audits, and manage our clinic's operations.

## 3. Disclosure of Your PHI

We may share your PHI with:

- Healthcare providers: Physicians, specialists, or other healthcare professionals involved in your care.
- Insurance companies: To process claims and secure payment for services.
- Business associates: Third-party service providers (e.g., billing companies) who assist in our operations and are bound by HIPAA to protect your information.
- Legal requirements: In compliance with federal, state, or local laws, such as in response to subpoenas or court orders.

We will not use or disclose your PHI for marketing purposes or other non-healthcare-related activities without your authorization, which you may revoke at any time.

#### 4. Your Rights Regarding Your PHI

As a patient of ProWellness Plus, you have the following rights concerning your PHI:

- Right to access: You can request a copy of your health records.
- Right to amend: You may request corrections to your health records if you believe they are inaccurate or incomplete.
- Right to an accounting of disclosures: You can ask for a list of instances where we have disclosed your PHI for reasons other than treatment, payment, or healthcare operations.
- Right to request restrictions: You may request restrictions on how we use or share your PHI, although we are not required to agree to all requests.
- Right to request confidential communications: You can request that we communicate with you using a specific method (e.g., email or phone) or send communications to a particular address.
- Right to receive a paper copy: You can request a paper copy of this Privacy Policy.

To exercise any of these rights, please contact our clinic using the contact details provided below.

#### 5. Safeguarding Your PHI

We are committed to maintaining the security of your PHI through:

- Physical safeguards: Secure file storage and restricted access to physical records.
- Technical safeguards: Password-protected systems, encryption, and secure email communication.
- Administrative safeguards: Regular staff training and periodic reviews of our privacy practices.

## 6. Data Breach Notification

If there is a breach involving your PHI that compromises the privacy or security of your information, we will notify you promptly in accordance with HIPAA's breach notification rules. We will also inform the U.S. Department of Health and Human Services (HHS) as required by law.

## 7. Changes to This Privacy Policy

ProWellness Plus reserves the right to modify this Privacy Policy at any time. If significant changes are made, we will notify you through email, postal mail, or by posting an updated notice at our clinic and on our website.

## 8. Filing a Complaint

If you believe your privacy rights have been violated, you have the right to file a complaint with:

- Our clinic's Data Protection Manager at the contact information below.
- The U.S. Department of Health and Human Services (HHS), Office for Civil Rights.

There will be no retaliation for filing a complaint.

## 9. Contact Information

If you have any questions about this Privacy Policy or would like to exercise your rights regarding your PHI, please contact us at:

ProWellness Plus

Address: 1035 S. State Road 7 STE 311,  
Wellington, FL 33414

Phone: 561-787-7770

Email: [info@prowellnessplus.com](mailto:info@prowellnessplus.com)

Data Protection Manager: Alexis Haberman