

NOTICE OF PRIVACY PRACTICES

Virtuwell Health

Effective Date: July 1, 2025

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 Commitment to Your Privacy

At Virtuwell Health, we understand the importance of protecting your personal health information (PHI). We are committed to keeping your medical information private and secure, and this Notice explains your rights and our responsibilities under the Health Insurance Portability and Accountability Act (HIPAA).

How We May Use and Disclose Your Health Information

- * Treatment: To provide, coordinate, or manage your healthcare services with other healthcare providers.
- * Payment: To bill and collect payment from you, your insurance provider, or a third party.
- * Healthcare Operations: For quality assessment, training, auditing, and improving services.
- * As Required by Law: To comply with legal obligations such as public health reporting, abuse or neglect reporting, law enforcement requests, or court orders.
- * Health Oversight Activities: For audits, investigations, or inspections authorized by law.
- * To Avoid a Serious Threat: To prevent or lessen a serious and imminent threat to your health or safety or the health/safety of others.

Your Rights Regarding Your Health Information

- * Request Restrictions: Ask us to limit certain uses or disclosures. (We may not be able to agree to all requests.)
- * Receive Confidential Communications: Request that we contact you in a specific way or location.
- * Inspect and Copy Your Health Information: Receive a copy of your PHI in paper or electronic format.
- * Amend Your Health Information: Request a correction to your PHI if you believe it is incorrect or incomplete.
- * Receive a List of Disclosures: Ask for a record of certain disclosures we've made of your PHI.
- * Receive a Copy of This Notice: Request a paper or digital copy at any time.

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* File a Complaint: If you believe your rights have been violated, you can file a complaint with us or with the U.S. Department of Health and Human Services. We will not retaliate against you for filing a complaint.

Our Responsibilities

- * Maintain the privacy and security of your PHI.
- * Provide you with this Notice of our legal duties and privacy practices.
- * Follow the terms of this Notice currently in effect.
- * Notify you promptly if a breach occurs that may have compromised your PHI.

Changes to This Notice

We reserve the right to change this Notice at any time. Any changes will apply to all PHI we maintain, even information created or received before the change. A current copy will always be available on our website and upon request.

Contact Us

If you have questions about this Notice or your rights, please contact:

Virtuwell Health Privacy Officer