

## Your Privacy is Our Priority

The A+ Total Care values the privacy and security of its customers. Our HIPAA ([Health Insurance Portability and Accountability Act](#)) Notice and Website Privacy Policy outlines the ways in which information we gather about you is used by A+ in order to provide quality health care services.

Changes to any of the terms of these privacy notices will be announced on this page and at our facility and may be mailed to you upon request.

## A+ Notices and Privacy Policies

View all of our privacy and policy notices to our patients below:

- [Patient Rights Regarding Medical Records](#)
  - [Confidentiality and Privacy of Medical Records](#)
  - [Patient Financial Responsibility](#)
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## *HIPAA Privacy Notice*

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. You may also download this information.

### Your Rights

#### *You have the right to:*

- *Get a copy of your paper or electronic medical record*
- *Correct your paper or electronic medical record*
- *Request confidential communication*
- *Ask us to limit the information we share*
- *Get a list of those with whom we've shared your information*
- *Get a copy of this privacy notice*
- *Choose someone to act for you*
- *File a complaint if you believe your privacy rights have been violated*

### Your Choices

*You have some choices in the way that we use and share information as we:*

- *Tell family and friends about your condition*
- *Provide disaster relief*
- *Include you in a hospital directory*
- *Provide mental health care*
- *Market our services and sell your information*
- *Raise funds*
- *Our Uses and Disclosures*

***We may use and share your information as we:***

- *Treat you*
- *Run our organization*
- *Bill for your services*
- *Help with public health and safety issues*
- *Do research*
- *Comply with the law*
- *Respond to organ and tissue donation requests*
- *Work with a medical examiner or funeral director*
- *Address workers' compensation, law enforcement, and other government requests*
- *Respond to lawsuits and legal actions*

***Your Rights***

When it comes to your health information, you have certain rights.

This section explains your rights and some of our responsibilities to help you.

***Get an electronic or paper copy of your medical record***

- *You can ask to see or get an electronic or paper copy of your medical record and other health information we have about you. Ask us how to do this.*
- *We will provide a copy or a summary of your health information, usually within 30 days of your request. We may charge a reasonable, cost-based fee.*

***Ask us to correct your medical record***

- *You can ask us to correct health information about you that you think is incorrect or incomplete. Ask us how to do this.*
- *We may say “no” to your request, but we’ll tell you why in writing within 60 days.*

***Request confidential communications***

- *You can ask us to contact you in a specific way (for example, home or office phone) or to send mail to a different address.*
- *We will say “yes” to all reasonable requests.*

### **Ask us to limit what we use or share**

- *You can ask us not to use or share certain health information for treatment, payment, or our operations. We are not required to agree to your request, and we may say “no” if it would affect your care.*
- *If you pay for a service or health care item out-of-pocket in full, you can ask us not to share that information for the purpose of payment or our operations with your health insurer. We will say “yes” unless a law requires us to share that information.*

### **Get a list of those with whom we’ve shared information**

- *You can ask for a list (accounting) of the times we’ve shared your health information for six years prior to the date you ask, who we shared it with, and why.*
- *We will include all the disclosures except for those about treatment, payment, and health care operations, and certain other disclosures (such as any you asked us to make). We’ll provide one accounting a year for free but will charge a reasonable, cost-based fee if you ask for another one within 12 months.*

### **Get a copy of this privacy notice**

You can ask for a paper copy of this notice at any time, even if you have agreed to receive the notice electronically. We will provide you with a paper copy promptly.

### **Choose someone to act for you**

- *If you have given someone medical power of attorney or if someone is your legal guardian, that person can exercise your rights and make choices about your health information.*
- *We will make sure the person has this authority and can act for you before we take any action.*

### **File a complaint if you feel your rights are violated**

- *You can complain if you feel we have violated your rights by contacting us using the information on page 1.*
- *You can file a complaint with the U.S. Department of Health and Human Services Office for Civil Rights by sending a letter to 200 Independence Avenue, S.W., Washington, D.C. 20201, calling 1-877-696-6775, or visiting the their website page about [filing a complaint](#).*
- *We will not retaliate against you for filing a complaint.*

### **Your Choices**

For certain health information, you can tell us your choices about what we share.

If you have a clear preference for how we share your information in the situations described below, talk to us. Tell us what you want us to do, and we will follow your instructions.

***In these cases, you have both the right and choice to tell us to:***

- *Share information with your family, close friends, or others involved in your care*
- *Share information in a disaster relief situation*
- *Include your information in a hospital directory*

*If you are not able to tell us your preference, for example if you are unconscious, we may go ahead and share your information if we believe it is in your best interest. We may also share your information when needed to lessen a serious and imminent threat to health or safety.*

***In these cases we never share your information unless you give us written permission:***

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

***In the case of fundraising:***

We may contact you for fundraising efforts, but you can tell us not to contact you again.

**Our Uses and Disclosures**

How do we typically use or share your health information?

We typically use or share your health information in the following ways.

***Treat you***

We can use your health information and share it with other professionals who are treating you.

*Example: A doctor treating you for an injury asks another doctor about your overall health condition.*

***Run our organization***

We can use and share your health information to run our practice, improve your care, and contact you when necessary.

*Example: We use health information about you to manage your treatment and services.*

***Bill for your services***

We can use and share your health information to bill and get payment from health plans or other entities.

*Example: We give information about you to your health insurance plan so it will pay for your services.*

### **How else can we use or share your health information?**

We are allowed or required to share your information in other ways – usually in ways that contribute to the public good, such as public health and research. We have to meet many conditions in the law before we can share your information for these purposes.

### ***Help with public health and safety issues***

We can share health information about you for certain situations such as:

- *Preventing disease*
- *Helping with product recalls*
- *Reporting adverse reactions to medications*
- *Reporting suspected abuse, neglect, or domestic violence*
- *Preventing or reducing a serious threat to anyone's health or safety*

### ***Do research***

We can use or share your information for health research.

### ***Comply with the law***

We will share information about you if state or federal laws require it, including with the Department of Health and Human Services if it wants to see that we're complying with federal privacy law.

### ***Respond to organ and tissue donation requests***

We can share health information about you with organ procurement organizations.

Work with a medical examiner or funeral director

We can share health information with a coroner, medical examiner, or funeral director when an individual dies.

Address workers' compensation, law enforcement, and other government requests

### ***We can use or share health information about you:***

- *For workers' compensation claims*
- *For law enforcement purposes or with a law enforcement official*
- *With health oversight agencies for activities authorized by law*
- *For special government functions such as military, national security, and presidential protective services*

## ***Respond to lawsuits and legal actions***

We can share health information about you in response to a court or administrative order, or in response to a subpoena.

## **Our Responsibilities**

- *We are required by law to maintain the privacy and security of your protected health information.*
- *We will let you know promptly if a breach occurs that may have compromised the privacy or security of your information.*
- *We must follow the duties and privacy practices described in this notice and give you a copy of it.*
- *We will not use or share your information other than as described here unless you tell us we can in writing. If you tell us we can, you may change your mind at any time. Let us know in writing if you change your mind.*

For more information see this U.S. Department of Health & Human Services page about [privacy practices for consumers](#).

## **Changes to the Terms of this Notice**

We can change the terms of this notice, and the changes will apply to all information we have about you. The new notice will be available upon request, in our office, and on our site.

## ***Other Instructions for Notice***

Effective Date: October 3, 2017

### **Privacy Contact:**

**A+ Total Care Operations Director: Megan Ayala**

Mailing Address: 976 Mountain City Highway, Elko, NV 89801

Telephone: 775-777-7587

Fax: 775-738-9584

Email: [info@a-plusurgentcare.com](mailto:info@a-plusurgentcare.com)

A+ Total Care will never market or sell your personal information. Read our [website privacy policy](#) for further information how information you provide through our website is collected and used.

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## ***A+ Total Care Website Privacy Policy***

The A+ Total Care privacy policy has been compiled to better serve those who are concerned with how their 'Personally Identifiable Information' (PII) is being used online. PII, as described in US privacy law and information security, is information that can be used on its own or with other information to identify, contact, or locate a single person, or to identify an individual in context. Please read our privacy policy carefully to get a clear understanding of how we collect, use, protect or otherwise handle your Personally Identifiable Information in accordance with our website.

### **What personal information do we collect from the people that visit our website?**

When ordering or registering on our site, as appropriate, you may be asked to enter your name, email address, mailing address, phone number, medical history or other details to help you with your experience.

### **When do we collect information?**

We collect information from you when you fill out a contact form, an appointment request form, respond to a survey, subscribe to a newsletter or submit other information through our site.

### **How do we use your information?**

We may use the information we collect from you when you contact us online, request an appointment, sign up for our newsletter, respond to a survey or marketing communication, surf the website, or use certain other site features in the following ways:

- To allow us to better service you in responding to your customer service requests.
- To send periodic emails regarding your order or other products and services.
- To follow up with them after correspondence (email or phone inquiries)

### **How do we protect your information?**

We do not use vulnerability scanning and/or scanning to PCI standards.

We only provide articles and information. We never ask for credit card numbers.

We do use Malware Scanning.

Your personal information is contained behind secured networks and is only accessible by a limited number of persons who have special access rights to such systems, and are required to keep the information confidential. In addition, all sensitive/credit information you supply is encrypted via 128-bit Secure Socket Layer (SSL) technology.

We implement a variety of security measures when a user enters, submits, or accesses their information to maintain the safety of your personal information.

All transactions are processed through a gateway provider and are not stored or processed on our servers.

### **Do we use 'cookies'?**

We do not use cookies for tracking purposes

### **Third-party disclosure**

We do not sell, trade, or otherwise transfer to outside parties your Personally Identifiable Information unless we provide users with advance notice. This does not include website hosting partners and other parties who assist us in operating our website, conducting our business, or serving our users, so long as those parties agree to keep this information confidential. We may also release information when it's release is appropriate to comply with the law, enforce our site policies, or protect ours or others' rights, property or safety.

### **Links to external sites**

At times, we share information and services offered by others by providing external links to their sites from the A+ Total Care Website A+ Specialists page. These links are meant for patient information related to or advertised by A+ Total Care. Although we will only link to reputable sites, we cannot be responsible for privacy issues or concerns on linked sites we list. Please refer to that linked site's privacy policy for specifics about how they use your information. We will not share any information about you with any of these external sites.

### **Google**

We use Google Analytics on our website that collects, monitors, and analyze data about how visitors to [www.aplustotalcare.com](http://www.aplustotalcare.com) interact with our site.

Google uses first-party cookies (Google Analytics cookies) to compile Log Data regarding user interactions that your browser sends whenever you visit our site such as your computer's Internet Protocol ("IP") address, browser type and version, the pages of our site you visited, the time and date of your visit, and time spent on various pages and other statistics.

### **Opting out:**

You can opt out of by using the Google Analytics Opt Out Browser add on.

### **You will be notified of any Privacy Policy changes:**

- On our Privacy Policy Page

### **How does our site handle Do Not Track signals?**

We honor Do Not Track signals and Do Not Track, plant cookies, or use advertising when a Do Not Track (DNT) browser mechanism is in place.

### **Does our site allow third-party behavioral tracking?**

A+ Total Care site does allow third-party behavioral tracking

### **COPPA (Children Online Privacy Protection Act)**

When it comes to the collection of personal information from children under the age of 13 years old, the Children's Online Privacy Protection Act (COPPA) puts parents in control. The Federal Trade Commission, United States' consumer protection agency, enforces the COPPA Rule, which spells out what operators of websites and online services must do to protect children's privacy and safety online.

We do not specifically market to children under the age of 13 years old.

### **Fair Information Practices**

The Fair Information Practices Principles form the backbone of privacy law in the United States and the concepts they include have played a significant role in the development of data protection laws around the globe. Understanding the Fair Information Practice Principles and how they should be implemented is critical to comply with the various privacy laws that protect personal information.

In order to be in line with Fair Information Practices we will take the following responsive action, should a data breach occur:

We will notify the users via in-site notification within 10 business days.

We also agree to the Individual Redress Principle which requires that individuals have the right to legally pursue enforceable rights against data collectors and processors who fail to adhere to the law. This principle requires not only that individuals have enforceable rights against data users, but also that individuals have recourse to courts or government agencies to investigate and/or prosecute non-compliance by data processors.

### **CAN SPAM Act**

The CAN-SPAM Act is a law that sets the rules for commercial email, establishes requirements for commercial messages, gives recipients the right to have emails stopped from being sent to them, and spells out tough penalties for violations.

#### ***We collect your email address in order to:***

- Send information, respond to inquiries, and/or other requests or questions
- Continue to send emails to our clients after the original transaction has occurred.

#### ***To be in accordance with CANSPAM, we agree to the following:***

- Not use false or misleading subjects or email addresses.
- Identify the message as an advertisement in some reasonable way.
- Include the physical address of our business or site headquarters.
- Monitor third-party email marketing services for compliance, if one is used.
- Honor opt-out/unsubscribe requests quickly.
- Allow users to unsubscribe by using the link at the bottom of each email.

### **Contacting Us**

If there are any questions regarding this privacy policy, you may contact us using the information below or our online contact form.

A+ Total Care

976 Mountain City Highway

Elko, NV 89801

USA

Info@a-plusurgentcare.com

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## **Social Security Number Protection Policy**

It is the policy of A+ Total Care to protect the confidentiality of Social Security numbers (“SSNs”) that we receive or collect in the course of serving you. We secure the confidentiality of SSNs through in a number of ways, including physical, technical, and administrative safeguards designed to protect against unauthorized access. For your protection, A+ Total Care limits access to SSNs to lawful use, and prohibits unlawful disclosure of your Social Security Number.