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## **TERMS OF SERVICE**

### **OVERVIEW**

This online service is operated by Americare Wellness. Throughout the online services (website and mobile app), the terms we, us and our refer to AW. AW offers this online services, including all information, tools and services available from this online services (website and mobile app) to you, the user, conditioned upon your acceptance of all terms, conditions, policies and notices stated here.

By visiting our online services (website and mobile app) and/ or purchasing something from us, you engage in our Service and agree to be bound by the following terms and conditions (Terms of Service, Terms), including those additional terms and conditions and policies referenced herein and/or available by hyperlink. These Terms of Service apply to all users of the online services (website and mobile app), including without limitation users who are browsers, vendors, customers, merchants, and/ or contributors of content.

Please read these Terms of Service carefully before accessing or using our online services. By accessing or using any part of the online services (website and mobile app), you agree to be bound by these Terms of Service. If you do not agree to all the terms and conditions of this agreement, then you may not access the online services or use any services. If these Terms of Service are considered an offer, acceptance is expressly limited to these Terms of Service.

We reserve the right to update, change or replace any part of these Terms of Service by posting updates and/or changes to our online services. It is your responsibility to check this page periodically for changes. Your continued use of or access to the online services following the posting of any changes constitutes acceptance of those changes.

### **TELEHEALTH**

AMERICARE WELLNESS (AW) telehealth is not a substitute for 911 emergency services, it does not replace your primary care physician, and it is not an insurance product. Telehealth services may not be available in certain states and are subject to state regulations. Healthcare professionals making use of AW's telehealth platform do not prescribe DEA controlled substances nor guarantee patients will receive a prescription. Medical consultations are available through interactive video-on-demand. Healthcare professionals using AW's platform have the right to deny care if based on professional judgment, a case is inappropriate for telehealth, or for misuse of services.

### **SECTION 1 - TERMS**

By agreeing to these Terms of Service, you represent that you are at least the age of majority in your state or province of residence, or that you are the age of majority in your state or province of residence and you have given us your consent to allow any of your minor dependents to use this online services (website and mobile app). You may not use our products for any illegal or unauthorized purpose nor may you, in the use of the Service, violate any laws in your jurisdiction (including but not limited to copyright laws). You must not transmit any worms or viruses or any code of a destructive nature. A breach or violation of any of the Terms will result in an immediate termination of your Services.

### **SECTION 2 - GENERAL CONDITIONS**

We reserve the right to refuse service to anyone for any reason at any time.



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You understand that your content (not including credit card information and sensitive data), may be transferred unencrypted and involve (a) transmissions over various networks; and (b) changes to conform and adapt to technical requirements of connecting networks or devices. Credit card information and sensitive are always encrypted during transfer over networks. You agree not to reproduce, duplicate, copy, sell, resell or exploit any portion of the Service, use of the Service, or access to the Service or any contact on the online services through which the service is provided, without express written permission by us. The headings used in this agreement are included for convenience only and will not limit or otherwise affect these Terms.

### **SECTION 3 - ACCURACY, COMPLETENESS AND TIMELINESS OF INFORMATION**

This online services (website and mobile app) may contain certain historical information. Historical information, necessarily, is not current and is provided for your reference only. We reserve the right to modify the contents of this online services (website and mobile app) at any time, but we have no obligation to update any information on our online services (website and mobile app). You agree that it is your responsibility to monitor changes to our online services (website and mobile app).

### **SECTION 4 - MODIFICATIONS TO THE SERVICE AND PRICES**

Prices for our services are subject to change without notice. We reserve the right at any time to modify or discontinue the Service (or any part or content thereof) without notice at any time. We shall not be liable to you or to any third-party for any modification, price change, suspension or discontinuance of the Service.

### **SECTION 5- ACCURACY OF BILLING INFORMATION**

We reserve the right to refuse any order you place with us.

### **SECTION 6 - OPTIONAL TOOLS**

We may provide you with access to third-party tools over which we neither monitor nor have any control nor input. You acknowledge and agree that we provide access to such tools as is and as available without any warranties, representations or conditions of any kind and without any endorsement. We shall have no liability whatsoever arising from or relating to your use of optional third-party tools. Any use by you of optional tools offered through the online services (website and mobile app) is entirely at your own risk and discretion and you should ensure that you are familiar with and approve of the terms on which tools are provided by the relevant third-party provider(s).

We may also, in the future, offer new services and/or features through the online services (including, the release of new tools and resources). Such new features and/or services shall also be subject to these Terms of Service.

### **SECTION 7 - THIRD-PARTY LINKS**

Certain content, products and services available via our Service may include materials from third-parties. Third-party links on this online services (website and mobile app) may direct you to third-party online services that are not affiliated with us. We are not responsible for examining or evaluating the content or accuracy and we do not warrant and will not have any liability or responsibility for any third-party materials or online services, or for any other materials, products, or services of third-parties. We are not liable for any harm or damages related to the purchase or use of goods, services, resources, content, or any other transactions made in connection with any third-party



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online services. Please review carefully the third-party's policies and practices and make sure you understand them before you engage in any transaction. Complaints, claims, concerns, or questions regarding third-party products should be directed to the third-party.

#### **SECTION 8 - USER INFORMATION SUBMISSIONS**

You agree that your registration information will not violate any right of any third-party, including copyright, trademark, privacy, personality or other personal or proprietary right. You further agree that your inputs will not contain libelous or otherwise unlawful, abusive or obscene material, or contain any computer virus or other malware that could in any way affect the operation of the Service or any related online services. You may not use a false e-mail address, pretend to be someone other than yourself, or otherwise mislead us or third-parties as to the origin of any inputs. You are solely responsible for any inputs you make and their accuracy. We take no responsibility and assume no liability for any information posted by you or any third-party.

#### **SECTION 9 – PRIVACY POLICY**

Your submission of personal information through the online services (website and mobile app) is governed by our Privacy Policy.

#### **SECTION 10 - ERRORS, INACCURACIES AND OMISSIONS**

Occasionally there may be information on our online services (website and mobile app) or in the Service that contains typographical errors, inaccuracies or omissions that may relate to product descriptions, pricing, promotions, offers, and availability. We reserve the right to correct any errors, inaccuracies or omissions, and to change or update information or cancel orders if any information in the Service or on any related online services is inaccurate at any time without prior notice (including after you have submitted your order). We undertake no obligation to update, amend or clarify information in the Service or on any related online services, including without limitation, pricing information, except as required by law. No specified update or refresh date applied in the Service or on any related online services, should be taken to indicate that all information in the Service or on any related online services has been modified or updated.

#### **SECTION 11 - PROHIBITED USES**

In addition to other prohibitions as set forth in the Terms of Service, you are prohibited from using the online services (website and mobile app) or its content: (a) for any unlawful purpose; (b) to solicit others to perform or participate in any unlawful acts; (c) to violate any international, federal, provincial or state regulations, rules, laws, or local ordinances; (d) to infringe upon or violate our intellectual property rights or the intellectual property rights of others; (e) to harass, abuse, insult, harm, defame, slander, disparage, intimidate, or discriminate based on gender, sexual orientation, religion, ethnicity, race, age, national origin, or disability; (f) to submit false or misleading information; (g) to upload or transmit viruses or any other type of malicious code that will or may be used in any way that will affect the functionality or operation of the Service or of any related online services, other online services, or the Internet; (h) to collect or track the personal information of others; (i) to spam, phish, pharm, pretext, spider, crawl, or scrape; (j) for any obscene or immoral purpose; or (k) to interfere with or circumvent the security features of the Service or any related online services, other online services, or the Internet. We reserve the right to terminate your use of the Service or any related online services for violating any of the prohibited uses.



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## **SECTION 12 - DISCLAIMER OF WARRANTIES; LIMITATION OF LIABILITY**

We do not guarantee, represent or warrant that your use of our service will be uninterrupted, timely, secure or error-free. We do not warrant that the results that may be obtained from the use of the service will be accurate or reliable. You agree that from time to time we may remove the service for indefinite periods of time or cancel the service at any time, without notice to you. You expressly agree that your use of, or inability to use, the service is at your sole risk. The service and all products and services delivered to you through the service are (except as expressly stated by us) provided 'as is' and 'as available' for your use, without any representation, warranties or conditions of any kind, either express or implied, including all implied warranties or conditions of merchantability, merchantable quality, fitness for a particular purpose, durability, title, and non-infringement.

In no case shall AW, our its directors, officers, employees, affiliates, agents, contractors, interns, suppliers, service providers or licensors be liable for any injury, loss, claim, or any direct, indirect, incidental, punitive, special, or consequential damages of any kind, including, without limitation lost profits, lost revenue, lost savings, loss of data, replacement costs, or any similar damages, whether based in contract, tort (including negligence), strict liability or otherwise, arising from your use of any of the service or any products procured using the service, or for any other claim related in any way to your use of the service or any product, including, but not limited to, any errors or omissions in any content, or any loss or damage of any kind incurred as a result of the use of the service or any content (or product) posted, transmitted, or otherwise made available via the service, even if advised of their possibility. Because some states or jurisdictions do not allow the exclusion or the limitation of liability for consequential or incidental damages, in such states or jurisdictions, our liability shall be limited to the maximum extent permitted by law.

## **SECTION 13 - INDEMNIFICATION**

You agree to indemnify, defend and hold harmless AW and our parent, subsidiaries, affiliates, partners, officers, directors, agents, contractors, licensors, service providers, subcontractors, suppliers, interns and employees, harmless from any claim or demand, including reasonable attorneys' fees, made by any third-party due to or arising out of your breach of these Terms of Service or the documents they incorporate by reference, or your violation of any law or the rights of a third-party.

## **SECTION 14 - SEVERABILITY**

In the event that any provision of these Terms of Service is determined to be unlawful, void or unenforceable, such provision shall nonetheless be enforceable to the fullest extent permitted by applicable law, and the unenforceable portion shall be deemed to be severed from these Terms of Service, such determination shall not affect the validity and enforceability of any other remaining provisions.

## **SECTION 15 - TERMINATION**

The obligations and liabilities of the parties incurred prior to the termination date shall survive the termination of this agreement for all purposes. These Terms of Service are effective unless and until terminated by either you or us. You may terminate these Terms of Service at any time by notifying us that you no longer wish to use our Services, or when you cease using our online services (website and mobile app). If in our sole judgment you fail, or we suspect that you have failed, to comply with any term or provision of these Terms of Service, we also may terminate this agreement at any time without notice and you will remain liable for all amounts due up to and including the date of termination; and/or accordingly may deny you access to our Services (or any part thereof).



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## **SECTION 16 - ENTIRE AGREEMENT**

The failure of us to exercise or enforce any right or provision of these Terms of Service shall not constitute a waiver of such right or provision. These Terms of Service and any policies or operating rules posted by us on this online services (website and mobile app) or in respect to The Service constitutes the entire agreement and understanding between you and us and govern your use of the Service, superseding any prior or contemporaneous agreements, communications and proposals, whether oral or written, between you and us (including, but not limited to, any prior versions of the Terms of Service). Any ambiguities in the interpretation of these Terms of Service shall not be construed against the drafting party.

## **SECTION 17 - GOVERNING LAW**

These Terms of Service and any separate agreements whereby we provide you Services shall be governed by and construed in accordance with the laws of State of Florida, United States.

## **SECTION 18 - CHANGES TO TERMS OF SERVICE**

You can review the most current version of the Terms of Service at any time at this page. We reserve the right, at our sole discretion, to update, change or replace any part of these Terms of Service by posting updates and changes to our online services. It is your responsibility to check our online services periodically for changes. Your continued use of or access to our online services or the Service following the posting of any changes to these Terms of Service constitutes acceptance of those changes.

## **SECTION 19 - HIPAA**

AW respects and upholds patient confidentiality with respect to protected health information as outlined by the Health Insurance Portability and Accountability Act ("HIPAA"), you agree that AW may provide you with marketing materials promoting the Service. You may opt out of receiving such marketing materials by contacting us at [contact@awclinics.com](mailto:contact@awclinics.com).

## **SECTION 20 – DATA CENTER**

AW production services are hosted on Amazon Web Services' ("AWS") EC2 platform. The physical servers are located in AWS's secure data centers. From Amazon's documentation:

*AWS has achieved ISO 27001 certification and has been validated as a Level 1 service provider under the Payment Card Industry (PCI) Data Security Standard (DSS). AWS undergoes annual SOC 1 audits and has been successfully evaluated at the Moderate level for Federal government systems as well as DIACAP Level 2 for DoD systems.*

Further information on the security of AWS EC2 data centers is available directly from Amazon.

### **- Where is my data hosted?**

All user content is stored within US regions of AWS and Google Cloud Storage ("GCS"). AW's production environment is hosted on an AWS EC2 platform. User content can also be found in AW's backups, stored in AWS EC2, S3, Glacier, and GCS.



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- **Production Environment**

Separate and distinct production, staging, and development environments are maintained, and production data is not replicated outside of the production restricted environments.

Authorized and trained members of AW's and AW's associates Server Engineering teams authenticate to the VPN using unique strong passwords and TOTP based 2FA and then only access the production environment via ssh terminal connections. For those authorized and trained members of the operations team with access to the production system, any workstations running Windows or OS X used for ssh terminal access to the production environment must be running current and active anti-virus software. Customer data is not replicated onto employee workstations or mobile devices.

- **Physical Security**

Customer data is never to be replicated outside of the production environment and is never to be replicated onto employee workstations. Because of this, AW relies on AWS for physical security compliance. AW's production services are hosted on Amazon Web Services' ("AWS") EC2 platform. The physical servers are located in AWS's secure data centers. Production critical data is never to be stored on physical media outside of the cloud provider's production environments. From Amazon's documentation:

*AWS has achieved ISO 27001 certification and has been validated as a Level 1 service provider under the Payment Card Industry (PCI) Data Security Standard (DSS). AWS undergo annual SOC 1 audits and have been successfully evaluated at the Moderate level for Federal government systems as well as DIACAP Level 2 for DoD systems.*

Further information on the security of AWS EC2 data centers is available directly from Amazon.

- **Corporate Environment and Removable Media**

Strict firewall rules prohibit access to necessary ports for the usage of the service (e.g., 443), to ensure limited access to the production environment to our VPN network and authorized systems. The corporate network has no additional access to the production environment, with authorized employees still required to connect to the VPN in order to access any special systems or environments.

- **Encryption In-Transit**

AW uses industry standard Transport Layer Security ("TLS") to create a secure connection using 128-bit Advanced Encryption Standard ("AES") encryption. This includes all data sent between the iOS, and Android apps and AW servers. There is no non-TLS option for connecting to AW. All connections are made securely over https.

**SECTION 21 - CONTACT INFORMATION**

Questions about the Terms of Service should be sent to us at [contact@awclinics.com](mailto:contact@awclinics.com)



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**DEFINITIONS.** Capitalized terms used, but not otherwise defined, in this Addendum shall have the same meaning as those terms in the Services Agreement or applicable regulation.

"Breach", as it relates to information, has the same meaning as the term "breach" in Section 13400 of the HITECH Act.

"Designated Record Set" has the same meaning as the term "designated record set" in 45 CFR §164.501.

"Electronic PHI" has the same meaning as the term "electronic protected health information" in 45 CFR §160.103, limited to the information created or received by PRIVATE LABEL from or on behalf of Client.

"HIPAA" means the Health Insurance Portability and Accountability Act of 1996 and the regulations promulgated thereunder, as each may be amended from time to time.

"HITECH Act" means the Health Information Technology for Economic and Clinical Health Act of 2009.

"Individual" has the same meaning as the term "individual" in 45 CFR §160.103 and shall include a person who qualifies as a personal representative in accordance with 45 CFR §164.502(g).

"Nonpublic Personal Information" has the same meaning as the term "nonpublic personal information" in 15 USC Subchapter 1 §6809.

"Privacy Rule" means the Standards for Privacy of Individually Identifiable Health Information at 45 CFR Part 160 and Part 164, Subparts A and E.

"PHI" has the same meaning as the term "protected health information" in 45 CFR §160.103, limited to the information created or received by PRIVATE LABEL from or on behalf of Client.

"Required By Law" has the same meaning as the term "required by law" in 45 CFR §164.103.

"Secretary" means the Secretary of the Department of Health and Human Services or his designee.

"Security Rule" means the Security Standards at 45 CFR Part 160 and Part 164.

"Unsecured PHI" has the same meaning as the term "unsecured protected health information" in Section 13402(h) of the HITECH Act.



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## ONLINE PRIVACY POLICY

Your privacy is important to us. This Online Privacy Policy explains how we collect, share, use, and protect information when you visit or use this App and any other online services offered by our affiliates and subsidiaries of Americare Wellness (AW) that link to or reference this policy (collectively, our “online services”).

This policy covers AW’s many online services, including AW websites, Americare Wellness Mobile, and Americare Wellness Telemed Mobile, as well as any interactions you may have while viewing content provided through one of AW’s digital advertising campaigns.

As you review this Online Privacy Policy, here are a few general principles to keep in mind:

- If you visit or use one of our online services, your information may be transferred or processed in the United States.
- Our online services are not intended for children under 13. We do not knowingly collect personal information from children under 13 without parental consent.
- If you have questions after reviewing this policy, please send us an email at [contact@awclinics.com](mailto:contact@awclinics.com)

### Information We Collect

#### - Personal Information

When you visit or use our online services, we may collect personal information from or about you such as your name, email address, mailing address, telephone number(s), voucher numbers, limited location information (for example, a zip code to help you find a nearby Hospital), user name and password. We may also collect payment card information, when you provide such information while using our online services and where we believe it is reasonably required for ordinary business purposes.

#### - Usage and Other Information

In addition to the personal information described above, we may collect certain information about your use of our online services. For example, we may capture the IP address of the device you use to connect to the online service, the type of operating system and mobile device you use, the parts of our online service you access, and the site you visit next. We or our third-party partners may also use cookies, web beacons or other technologies to collect and store other information about your visit to, or use of, our mobile and online services. In addition, we may later associate the usage and other information we collect online with personal information about you.

### Americare Wellness Mobile

For your convenience, AW offers you the ability to access some of our products and services through mobile applications and mobile-optimized websites (“Americare Wellness”). When you interact with us through AW Mobile, we may collect information such as unique device identifiers for your mobile device, your screen resolution and other device settings, information about your location, and analytical information about how you use your mobile device. We may ask your permission before collecting certain information (such as precise geo-location information) through AW Mobile.

### Use of Information

We use the information discussed above in a number of ways, such as:





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- Processing applications and transactions;
  - Preventing fraud and enhancing the security of your account or our online services;
  - Responding to your requests and communicating with you;
  - Managing your preferences;
  - Performing analytics concerning your use of our online services, including your responses to our emails and the pages and advertisements you view;
  - Providing you tailored content and marketing messages;
  - Operating, evaluating and improving our business (including developing new products and services; improving existing products and services; performing data analytics; and performing accounting, auditing and other internal functions);
  - Complying with and enforcing applicable legal requirements, relevant industry standards, contractual obligations and our policies; and
  - For any other purposes that we may specifically disclose at the time you provide or we collect your information.

We may also use data that we collect on an aggregate or anonymous basis (such that it does not identify any individual customers) for various business purposes, where permissible under applicable laws and regulations.

#### **Disclosure of Information**

We may share the information we collect from and about you with our affiliates and other third parties. For example, we may share your information with:

- AW third-party service providers;
- Other companies to bring you co-branded services, products or programs;
- Third parties or affiliates in connection with a corporate transaction, such as a sale; and
- Other third parties to comply with legal requirements such as the demands of applicable subpoenas and court orders; to verify or enforce our terms of use, our other rights, or other applicable policies; to address fraud, security or technical issues; to respond to an emergency; or otherwise to protect the rights, property or security of our customers or third parties.

#### **Linking to Third-Party Websites**

AW may provide links to websites that are owned or operated by other companies ("third-party websites"). When you use a link online to visit a third-party website, you will be subject to that website's privacy and security practices, which may differ from ours. You should familiarize yourself with the privacy policy, terms of use and security practices of the linked third-party website before providing any information on that website.

#### **Facebook Permissions**

AW App may by default access your Facebook basic account information, including your name, email, gender, birthday, and current city, as well as other information that you choose to make public. For more information regarding Facebook permissions, refer to the Facebook Permissions Reference page.



### **Push Notifications**

We may request to send you push notifications regarding your account or the Application. If you wish to opt-out from receiving these types of communications, you may turn them off in your device's settings.

### **Security**

We use reasonable physical, electronic, and procedural safeguards that comply with federal standards to protect and limit access to personal information. This includes device safeguards and secured files. Please note that information you send to us electronically may not be secure when it is transmitted to us. We recommend that you do not use unsecure channels to communicate sensitive or confidential information (such as your Name, IDs) to us.

### **Updating Your Information**

Please use the Contact Us option on our application, or call or write to us using the contact information listed on our site or our mobile application. You can also speak to one of our branch representatives, your financial advisor, or your designated account representative.

### **Changes to this Online Privacy Policy**

We may change this Online Privacy Policy from time to time. When we do, we will let you know by appropriate means such as by posting the revised policy on this page with a new "Last Updated" date. Any changes to this Online Privacy Policy will become effective when posted unless indicated otherwise.



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## PATIENT RIGHTS REGARDING MEDICAL RECORDS

### PLEASE REVIEW CAREFULLY

\*All requests to inspect, copy, amend, restrict, or share health information must be made in writing on the proper forms which will be provided upon request. All changes to preferred forms of communication must also be made in writing.

You have the following rights regarding health information we maintain about you:

- **Right to Inspect and Copy:** You have the right to inspect and copy health information that may be used to make decisions about your care. Usually, this includes health and billing records. If you request a copy of the information, we may charge a fee for the costs of copying, mailing, or other supplies and services associated with your request.

We may deny your request to inspect and copy in certain very limited circumstances. If you are denied access to health information, you may request that the denial be reviewed. This review will be conducted by another licensed health care professional chosen by our practice. The person conducting the review will not be the person who denied your request. This practice will comply with the outcome of the review.

- **Right to Amend:** If you believe that health information we have about you is incorrect or incomplete, you may ask us to amend the information. We may deny your request for an amendment if it is not in writing or does not include a reason for the request. In addition, we may deny your request if you ask us to amend information that:

- Was not created by us, unless the person or entity that created the information is no longer available to make the amendment;
- Is not part of the health information kept by or for our practice;
- Is not part of the information that you would be permitted to inspect and copy;
- Is accurate and complete;

Any amendment we make to your health information will be disclosed to those with whom we disclose information as previously specified.

- **Right to an Accounting of Disclosures:** You have the right to request a list of the disclosures of your health information we have made, except for uses and disclosures for treatment, payment, and health care operations, as previously described.

- **Right to Request Restrictions:** You have the right to request a restriction or limitation on the health information we use or disclose about you for treatment, payment, or health care operations. We are not required to agree to your request for restrictions if it is not feasible for us to ensure our compliance or believe it will negatively affect the care we provide you.

- **Right to Request Confidential Communications:** You have the right to request that we communicate with you about health matters in a certain way or at a certain location.

- **Right to a Paper Copy of This Notice:** You have the right to obtain a paper copy of this notice at any time. To obtain a copy, please request it from any staff member.



### **Changes to This Notice**

We reserve the right to change this notice and apply it to any past, present, or future health information we have about you. We will post a copy of the most current notice in our facility with the effective date on the first page. You may request a copy of our most current notice at any time.

### **Complaints**

If you believe your privacy rights have been violated, you may file a complaint with us or with the Secretary of the Department of Health and Human Services. You will not be penalized for filing a complaint.

### **Other Uses of Health Information**

Other uses and disclosures of health information not covered by this notice or the laws that apply to us will be made only with your written permission. You have the right to revoke this permission for any health information that has not yet been shared.



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## HIPAA NOTICE

### **Confidentiality and Privacy of Medical Records** This notice describes the privacy practices of our office.

#### **PLEASE REVIEW CAREFULLY**

#### **Our Pledge Regarding Health Information**

The federal Health Insurance Portability and Accountability Act of 1996 (HIPAA) was drafted, in part, to control the privacy of, access to, and maintenance of confidential information. We understand that information about you, your health, and your health care is personal. We are committed to protecting your personal health information (PHI).

We create a record of the care and services you receive from us. We need this record to provide you with quality care and to comply with certain legal requirements. This notice applies to all records of your care generated by this health care practice, whether made by your personal physician or others working in this office.

This notice will tell you about the ways in which we may use and disclose your PHI. We also describe your rights to the PHI we keep about you, and describe certain obligations we have regarding the use and disclosure of your PHI.

We are required by law to:

- Make sure that health information that identifies you is kept private
- Give you this notice of our legal duties and privacy practices with respect to your PHI
- Follow the terms of the notice that is currently in effect

#### **How We May Use and Disclose Your PHI**

The following categories describe different ways that we use and disclose health information.

- **For Treatment:** We may use health information about you to provide you with health care treatment or services. We may disclose health information about you to others involved in your healthcare treatment including other physicians, hospitals, labs, pharmacies, or other health care providers where we may have referred you.

- **For Payment:** We may use and disclose information about treatment and services we provided to you for billing purposes.

These fees may be collected from you, an insurance company, or a third party and include requests for payment/reimbursement and prior authorization for treatment.

- **Appointment Reminders:** We may use and disclose health information to contact you as a reminder that you have an appointment or that you missed an appointment and should contact us to reschedule. Please let us know if you do not wish to have us contact you for this purpose or if you wish us to use a different method to contact you.

- **As Required by Law:** We will disclose health information about you when required to do so by federal, state, military, or local law.

- **Organ and Tissue Donation:** If you are an organ donor, we may release health information to an organ donation bank, as necessary to facilitate organ or tissue donation and transplantation.



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- **To Avert a Serious Threat to Health or Safety:** We may use and disclose health information about you when necessary to prevent a serious threat to the health and safety of you or another individual(s).

- **Workers' Compensation:** We may release health information about you for workers' compensation or similar programs. These programs provide benefits for work-related injuries or illness.

- **Public Health Risks:** We may disclose health information about you for public health reporting purposes. These activities generally include but are not limited to the following:

- Birth, death, abuse, neglect, communicable disease prevention and/or notification, medication adverse reactions, and product recalls.

- **Coroners, Health Examiners, and Funeral Directors:** We may release health information to a coroner, health examiner, or funeral directors as necessary to carry out their duties.