

Privacy Policy

INTRODUCTION

MindConnectMD LLC and MindConnectMD Telepsychiatry LLC are committed to protecting your privacy. We have prepared this Privacy Policy to describe to you our practices regarding the Personal Information (as defined below) we collect from users our website, located at www.abbyirwinmd.com. Our Privacy Policy also serves as a notice to describe how personal information and health information (PHI) about you may be used, how it may be disclosed and how you can obtain access to this information. The law (45 CFR Part 160 and Part 164, Subparts A and E) requires that your PHI be kept private. We must give you such notice about our privacy practices and follow the terms of this notice while it is in effect. Your use of our practice website indicates your acceptance of the terms of this notice and our Privacy Policy. MindConnectMD LLC/MindConnectMD Telepsychiatry LLC is engaged in the business of providing local healthcare resources and internet healthcare resources to connect a psychiatrist in real time, via live streaming video, telephone, messaging, social media and/or secure e-mail and in-person to provide medical care between our clients and medical professional.

INFORMATION THAT MAY BE COLLECTED BY MINDCONNECTMD

Using our website, we will collect your name, email address and any clinical information via our email or Contact Us page. Scheduling may occur by phone as well as via Acuity Scheduling, which will collect payment information, your name, email, phone number and any other information chosen to add. Your personal information will be kept in a secure EHR, named Practice Fusion. Your email address may also be used by us to provide appointment reminders, changes in appointments,

messages from our physician and other relevant communications in connection with our practice. Your email address and private information will not be shared with any other third parties and will not be used for advertising or sales purposes.

For appointments that require a fee, we will collect credit card or billing/payment account information which we maintain in encrypted form on secure servers. In order to participate, you will need to provide, and/or upload a completed New Patient Form, including your Personal Health Information (“PHI”).

HOW INFORMATION ABOUT YOU MAY BE USED BY US

MindConnectMD LLC/MindConnectMD Telepsychiatry LLC may gather PHI primarily to share with our professionals for the purposes of diagnosis, treatment, and health care operations.

USES AND DISCLOSURE OF PHI

MindConnectMD LLC/MindConnectMD Telepsychiatry LLC may use and disclose your PHI with others who process your payment.

Business Associates. MindConnectMD LLC/MindConnectMD Telepsychiatry LLC may contract with outside businesses to provide some website/practice services. For example, MindConnectMD LLC/MindConnectMD Telepsychiatry LLC may use the Platform Services of transcription, laboratories or collection agencies. Each contracted party must enter into a Business Associate agreement with MindConnectMD LLC/MindConnectMD Telepsychiatry LLC, which requires said third party businesses 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 Platform Services

to help facilitate treatment, payment, and health care operations to you. For Appointment Reminders. MindConnectMD LLC/MindConnectMD Telepsychiatry LLC may contact you to remind you about your appointments. Treatment Alternatives. MindConnectMD LLC/MindConnectMD Telepsychiatry LLC may use and disclose PHI to tell you about different types of treatment available to you. MindConnectMD LLC/MindConnectMD Telepsychiatry LLC may use and share PHI to tell you about other benefits and Platform Services related to your health. As Required By Law. Fruit Street may use and disclose your PHI when required to do so by federal, state or local law. Testimonials. We display personal testimonials of satisfied customers on our site in addition to other endorsements. Your name will not be listed.

How We May Use and Disclose PHI – Special Situations

Military. If you are in the U.S. or foreign armed Platform Services, MindConnectMD LLC/MindConnectMD Telepsychiatry LLC may share your PHI as required by the proper military authorities. **Workers' Compensation.** MindConnectMD LLC/MindConnectMD Telepsychiatry LLC may share your PHI for workers' compensation or programs like it. Fruit Street may do this to the extent required by law. **Public Health Risks.** MindConnectMD LLC/MindConnectMD Telepsychiatry LLC may share your PHI for public health activities, as required by federal, state or local law. For example, we may share your PHI:

- to report births and deaths;
- to report child abuse or neglect;
- to report reactions to medicines or problems with products;
- to tell you about product recalls;
- to tell the proper government department if MindConnectMD LLC/MindConnectMD Telepsychiatry LLC believes a patient has been the victim of abuse, neglect or domestic violence. MindConnectMD

LLC/MindConnectMD Telepsychiatry LLC will only share this information when ordered or required by law.

MindConnectMD LLC/MindConnectMD Telepsychiatry LLC may use, disclose, and request PHI if the Health Information to be used or disclosed is de-identified pursuant to the procedures set forth in 45 CFR 145.514(a)-(c). Health Oversight Activities and Registries. MindConnectMD LLC/MindConnectMD Telepsychiatry LLC may share your PHI with government agencies that oversee health care. MindConnectMD LLC/MindConnectMD Telepsychiatry LLC may do so for activities approved by law. These activities include, but are not limited to, audits, investigations, inspections and licensure surveys. The government uses these activities to monitor the health care system. It also monitors the outbreak of disease, government programs, compliance with civil rights laws, and patient outcomes. Fruit Street may share PHI with government registries, if required. Lawsuits and Disputes. If you are in a lawsuit or a dispute, MindConnectMD LLC/MindConnectMD Telepsychiatry LLC may share your PHI in response to a court order, legal demand or other lawful process. Law Enforcement. MindConnectMD LLC/MindConnectMD Telepsychiatry LLC may share PHI if asked to do so by a law enforcement official under limited circumstances as follows:

- to respond to a court order, subpoena, warrant, summons or similar process;**
- to identify or locate a suspect, fugitive, material witness, or missing person;**
- about the victim of a crime, if under certain limited circumstances, MindConnectMD LLC/MindConnectMD Telepsychiatry LLC is unable to obtain the victim's agreement;**

Decedents. MindConnectMD LLC/MindConnectMD Telepsychiatry LLC may, under limited circumstances, disclose your PHI to coroners, medical examiners, funeral

directors for the purposes of identification, determining the cause of death and fulfilling duties relating to decedents. National Security. MindConnectMD LLC/MindConnectMD Telepsychiatry LLC may share, if required, your PHI with the proper federal officials for national security reasons.

HOW PHI DATA SECURITY IS HANDLED

The importance of security for all personal information including, but not limited to, PHI associated with you is of utmost concern to us. PHI collected by MindConnectMD LLC/MindConnectMD Telepsychiatry LLC is stored in secure operation 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 signed confidentiality agreements. Any employee who violates our privacy or security policies is subject to disciplinary action, including possible termination and civil and/or criminal prosecution. MindConnectMD LLC/MindConnectMD Telepsychiatry LLC is not only HIPPA compliant but additionally utilizes the latest technologies to ensure utmost security. MindConnectMD LLC/MindConnectMD Telepsychiatry LLC is the sole owner of the information collected on its site. MindConnectMD LLC/MindConnectMD Telepsychiatry LLC will not sell, share or lease this information to others. MindConnectMD LLC/MindConnectMD Telepsychiatry LLC does not sell any customer lists, e-mail addresses, cookies or other data without your written authorization.

Cookies and Tracking Technologies

Cookies are text information files that your web browser places on your computer when you visit a website. Cookies assist in providing non-personal information from you as an online visitor. It can be used in the customization of your preferences

when visiting our website. Most browsers accept cookies automatically, but can be configured not to accept them or to indicate when a cookie is being sent.

MindConnectMD LLC/MindConnectMD Telepsychiatry LLC use Google Analytics, a third-party tracking service, which uses cookies to track non-personal identifiable information about our visitors to our main site in the aggregate to capture usage and volume statistics. MindConnectMD LLC/MindConnectMD Telepsychiatry LLC has no access to or control over these cookies.

MindConnectMD LLC/MindConnectMD Telepsychiatry LLC works with other companies, including Google, who use tracking technologies to serve ads on our behalf across the Internet. These companies use first-party cookies (such as the Google Analytics cookies) and third-party cookies (such as the Adwords cookie) to collect information about your interaction on our website, including advertising, and remarketing. If you would like to opt-out of receiving ads tailored by 3rd party tracking technologies associated with our website, please click [here](#). Note that if you opt-out from these third party tracking technologies, you may still see our ads at other websites, but the ads will not be tailored using third party tracking technologies associated with our website.

Secure interaction

When you interact with the MindConnectMD LLC/MindConnectMD Telepsychiatry LLC website, all of your PHI including, but not limited to, your credit card number and delivery address, 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. 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, MindConnectMD LLC/MindConnectMD Telepsychiatry LLC cannot ensure or warrant the security of any information you transmit to us on our web site.

Your Rights Regarding Your PHI

You have the following rights regarding PHI that MindConnectMD LLC/MindConnectMD Telepsychiatry LLC maintains about you: **Right To Inspect and To Receive Copies.** You have the right to view and receive copies of the PHI used to make decisions about your care, provided you submit your request in writing. Usually, this includes medical and billing records. It does not include some records such as psychotherapy notes. Fruit Street may deny your request to view and/or copy your PHI in limited circumstances. If your request is denied, MindConnectMD LLC/MindConnectMD Telepsychiatry LLC 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 that personal information MindConnectMD LLC/MindConnectMD Telepsychiatry LLC has about you is wrong or incomplete, you have the right to ask for an amendment to your record. To request deletion of any personal information or ask for a change to your record, you must make your request in writing and submit it to MindConnectMD LLC/MindConnectMD Telepsychiatry LLC. If we are not able to comply with your request, we will respond with an explanation.

We will retain your information for as long as your account is active or as needed to provide you care. We will retain and use your information as necessary to comply with our legal obligations, resolve disputes, and enforce our agreements. **Right To Request Restrictions.** You have the right to ask for a restriction or limitation on the PHI MindConnectMD LLC/MindConnectMD Telepsychiatry LLC uses or discloses for

treatment, payment or health care operations. You also have the right to ask for a limit on the PHI MindConnectMD LLC/MindConnectMD Telepsychiatry LLC discloses with someone who is involved in your care or in the payment for your care. Such a person may be a family member or friend. MindConnectMD LLC/MindConnectMD Telepsychiatry LLC is not required to comply with your request. If MindConnectMD LLC/MindConnectMD Telepsychiatry LLC 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 on a form that we will give you upon request. You must tell us:

- what information you want to limit,
- how you want us to limit the information, and
- to whom you want the limits to apply.

Social Media Widgets

Our Web site includes Social Media Features, such as the Facebook button. These Features may collect your IP address, which page you are visiting on our site, and may set a cookie to enable the Feature to function properly. Social Media Features and Widgets are either hosted by a third party or hosted directly on the Fruit Street Platform. Your interactions with these Features are governed by the privacy policy of the company providing it.

Complaints

If you think your privacy rights have been violated, you may file a complaint with info@abbyirwin.com or in writing at the address listed below. You may also file a complaint with the Secretary of the Department of Health and Human Services. You

will not be penalized for filing a complaint. You may also contact us for further information about your privacy rights by emailing us at info@abbyirwinmd.com as well as by post mail: MindConnectMD LLC/MindConnectMD Telepsychiatry LLC

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