

# Portal Privacy Policy



Welcome to the Portal (the "Portal"). Your medical provider ("Provider") is giving you access to the Portal, which is powered by Healthtronics Information Technology Solutions, Inc. (the "Company" or "we"). This Privacy Policy describes how the Company treats personal information when you use the Portal and all related products and services (collectively, the "Service"). Your use of the Service is subject to the practices described in this Privacy Policy and your Provider's Notice of Privacy Practices, which is incorporated herein, as well as our Terms of Use.

## **Information the Portal Collects**

Through participation in the Portal, you may be asked to submit certain types of information including: (1) demographic information, such as your name and date of birth; (2) contact information, such as your mailing address, e-mail address and telephone number; (3) financial information, such as information related to your health plan and Social Security number; and (4) health information, such as allergies, laboratory results and medication prescriptions.

In addition, the Portal passively collects information from you as you navigate through our Service. We may track IP addresses, use industry standard tracking devices (e.g., session and persistent cookies, flash cookies, web beacons and any other successor tracker technology), and automatically gather information about the technology you use to access the Service and the areas of the Service you utilize (collectively, "Usage Data").

Most Internet browsers enable you to erase cookies from your computer hard drive, block all cookies, or receive a warning before a cookie is stored. Please refer to your browser instructions or help screen to learn more about these functions.

## **Your Medical Records**

The Portal may interface with your Provider's electronic medical record systems to enable your Provider to upload information to your account on the Portal. All information submitted by your Provider is subject to your Provider's Notice of Privacy Practices. Please refer to your Provider's Notice of Privacy Practices to view the privacy practices related to your protected health information, which are incorporated in this Privacy Policy. The contents of any of your communications using the Portal may be stored in your medical records maintained by your Provider. The Portal does not include all of your permanent medical record information. If you would like a copy of the medical records maintained by your Provider or would like to request revisions to your information, please directly contact your Provider.

## **Usage of Information You Submit through the Portal**

In order to use certain features and functions of the Portal, we require certain personally identifiable information about you as described above. We use this information to facilitate the exchange of information between you and your Provider for purposes including, but not limited to, requesting and responding to prescription refill requests, reviewing test results and scheduling appointments. You should assume all information you submit through the Portal is available for review by your Provider.

Any information you provide to Portal, you submit voluntarily. The Portal may use your personally identifiable information to contact you about the Service. For example, we may send you an e-mail alerting you to new information posted to your account. Such messages may contain important information concerning your health. It is solely your responsibility to monitor these messages and update your e-mail or other applicable contact information with your Provider as necessary for the Portal to adequately communicate this information to you.

As described above, we may collect Usage Data and we may also generate aggregate statistical data based on analyses across groups or subgroups of users of the Portal ("Statistical Data"). All Usage Data and

Statistical Data has been aggregated and blinded, and will not contain any of your personally identifiable information. We use the foregoing data for operational purposes such as evaluating, updating and improving the Portal and the Services. We may also disclose such aggregated, blinded and de-identified data to third parties in compliance with applicable laws.

### **How We Protect Your Information**

In accordance with industry standards, we use administrative, physical and technical security measures to maintain the integrity and security of the Portal. The safety and security of your personal information also depends on you. You should never share your password with anyone else. You should notify your Provider promptly if you believe your password security has been breached and remember to log-off of the Portal before you leave your computer.

The Portal may contain links to other websites operated by third parties that may be of interest to you. We cannot control these third party sites, which may collect information from you. When you follow a link and leave this site, you do so at your own risk and all information you submit to such third party sites is subject to their applicable privacy policies and **not** this Privacy Policy or your Provider's Notice of Privacy Practices.

### **Data Privacy Laws**

We comply with applicable state and federal health privacy laws, including those applicable provisions of the Health Insurance Portability and Accountability Act.

### **Terminating Your Participation; Reviewing Your Information**

If you would like to restrict your participation in the Service, wish to change your account settings or terminate your account with the Portal, please contact your Provider.

Personally identifiable information about you stored in the Portal is viewable through your account access. You may use the automated tools to update the information to the extent available. However, some of your health information received into the Portal from your Provider's systems may not be modifiable through the Portal and/or your Provider may have the ability to reject proposed modifications. With respect to the information that is not modifiable directly through your account, or for which your proposed modifications are rejected, please contact your Provider if you desire to make any changes.

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

We reserve the right to change this Privacy Policy from time-to-time at our sole discretion. In such case, we will post the new Privacy Policy on the Portal and the effective date of the new Privacy Policy will be clearly marked. In using any part of the Service, you accept and agree to the practices set forth this Privacy Policy. If we update this Privacy Policy, your continued use of the Service (following the posting of the revised Privacy Policy) means that you accept and agree to the terms of the revised Privacy Policy. Please contact your Provider regarding changes to their Notice of Privacy Practices.

Effective Date: March 5, 2015.