

Privacy Policy & Notice of Privacy Practices (HIPAA)

Effective Date: 04/01/2026

SECTION 1: PRIVACY POLICY

1. Introduction

Royal Wellington Pharmacy (“we,” “our,” or “us”) is committed to protecting the privacy and confidentiality of our patients’ personal and health information. As a Long-Term Care (LTC) pharmacy in Florida, we comply with all applicable federal and state laws.

2. Information We Collect

A. Personal Information

- Full name
- Date of birth
- Address
- Phone number
- Email address
- Emergency contact information

B. Protected Health Information (PHI)

- Prescription records
- Medication history
- Diagnosis and treatment information
- Prescriber details
- Insurance and billing information

C. Payment Information

- Credit/debit card details
- Billing address

- Insurance claims data
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3. How We Use Your Information

We use your information to:

- Dispense medications
 - Coordinate care with providers and LTC facilities
 - Process insurance claims and payments
 - Maintain pharmacy records
 - Comply with legal requirements
 - Improve patient care
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4. Sharing of Information

We may share your information with:

- Healthcare providers and LTC facilities
- Insurance companies and PBMs
- Regulatory agencies
- Third-party service providers (under confidentiality agreements)

We **do not sell** your information.

5. HIPAA Compliance

Royal Wellington Pharmacy complies with Health Insurance Portability and Accountability Act (HIPAA), ensuring:

- Protection of PHI
- Secure data storage and transmission
- Access limited to authorized personnel
- Staff privacy training

6. Patient Rights

You have the right to:

- Access your records
- Request corrections
- Request restrictions
- Receive disclosure history
- Request confidential communication

7. Data Security

We implement:

- Secure pharmacy systems
- Encryption
- Password-protected access
- Routine audits

8. Data Retention

Records are maintained per Florida and federal law and securely disposed of when no longer required.

9. Breach Notification

You will be notified in case of a data breach as required by law.

10. Third-Party Services

All vendors must comply with HIPAA and sign Business Associate Agreements (BAAs).

11. Children's Privacy

We protect minors' data with proper authorization from guardians.

12. LTC Facility & Caregiver Access

We may share necessary information with authorized LTC staff for treatment, payment, and operations.

13. Changes to This Policy

Updates will be posted with a revised date.

14. Texting (SMS) Policy

- "If you consent to receive SMS from Royal Wellington Pharmacy, you agree to receive Refill Reminder and Pick Up Notification SMS from us. Reply STOP to unsubscribe; Reply HELP for help; Msg &Data rates may apply; Messaging frequency may vary.
 - "No mobile opt-in message consent will be shared with third parties or affiliates for marketing purposes."
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Contact Information

Royal Wellington Pharmacy

3141 Fortune Way Ste 1

Wellington FL 33141

Phone: 561-899-3273

Email: Info@Royalwellingtonpharmacy.com

SECTION 2: NOTICE OF PRIVACY PRACTICES (HIPAA)

THIS NOTICE DESCRIBES HOW YOUR MEDICAL INFORMATION MAY BE USED AND DISCLOSED AND HOW YOU CAN ACCESS IT. PLEASE REVIEW CAREFULLY.

Our Legal Duty

Royal Wellington Pharmacy is required by law to:

- Maintain the privacy of your PHI
 - Provide this Notice
 - Follow its terms
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How We Use and Disclose Your Information

1. Treatment

We share information to provide care.

Example: Communicating with physicians or LTC staff.

2. Payment

We use PHI to bill insurance providers.

3. Healthcare Operations

Used for:

- Quality improvement
 - Audits
 - Staff training
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4. LTC Coordination

We share necessary information with:

- Nursing homes
 - Assisted living facilities
 - Caregivers
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5. Required by Law

Disclosures may occur for:

- Public health reporting
 - Law enforcement
 - Regulatory inspections
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6. Public Health & Safety

Includes:

- Reporting adverse drug events
 - Preventing disease
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7. Business Associates

Vendors (billing/software) must safeguard your PHI.

Your Rights

1. Access Your Records

2. Request Amendments

3. Request Disclosure List

4. Request Restrictions

5. Request Confidential Communication

6. Request Paper Copy

Our Responsibilities

We will:

- Protect your PHI
 - Notify you of breaches
 - Train staff on privacy
 - Follow this Notice
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Changes to This Notice

We may update this Notice at any time.

Complaints

You may file complaints without penalty.

You may also contact:

U.S. Department of Health & Human Services (HHS)

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