

# **1. Understanding HIPAA**

## **1.1 What is HIPAA?**

HIPAA is a federal law that establishes national standards for the protection of sensitive patient health information. It mandates the safeguarding of electronic, written, and oral forms of protected health information (PHI) to ensure confidentiality and security.

## **1.2 What is Protected Health Information (PHI)?**

PHI includes any information about your health status, healthcare treatment, or payment for healthcare that can identify you. Examples of PHI include:

- Name, address, and contact details.

- Medical history and records.

- Health insurance information.

- Billing and payment details.

# **2. Our Commitment to HIPAA Compliance**

AZ IV Medics is dedicated to maintaining the confidentiality and security of your PHI. We implement stringent safeguards and policies to ensure compliance with HIPAA standards, including:

## 2.1 Administrative Safeguards

**Employee Training:** All staff members receive training on HIPAA regulations and the importance of protecting PHI.

**Policies and Procedures:** We have established clear internal policies to guide the handling, storage, and sharing of PHI.

**Access Control:** Only authorized personnel are permitted to access your PHI based on job-related needs.

## 2.2 Physical Safeguards

**Secure Storage:** PHI in physical form (e.g., paper records) is stored in locked cabinets or restricted areas.

**Device Security:** Electronic devices used to access PHI are secured with passwords and encryption.

## 2.3 Technical Safeguards

**Data Encryption:** Electronic PHI (ePHI) is encrypted during transmission and storage.

**Secure Communication Channels:** Email and electronic communication involving PHI are conducted through secure, HIPAA-compliant platforms.

**System Monitoring:** Regular monitoring of systems to detect unauthorized access or potential breaches.

## **3. How We Use and Disclose Your PHI**

We may use and disclose your PHI only for purposes permitted under HIPAA, including:

### **3.1 Treatment**

To provide and coordinate your healthcare, we may share your PHI with licensed medical professionals involved in your care.

### **3.2 Payment**

Your PHI may be used to process payments for services rendered and shared with your health insurance provider, if applicable.

### **3.3 Healthcare Operations**

We may use PHI for administrative purposes, such as quality assurance, staff training, and compliance monitoring.

### **3.4 As Required by Law**

We may disclose PHI when required by law, such as for public health reporting or legal proceedings.

## **4. Your Rights Under HIPAA**

Under HIPAA, you have the following rights regarding your PHI:

### **4.1 Right to Access**

You have the right to access and obtain a copy of your health records upon request.

### **4.2 Right to Amend**

If you believe your PHI is inaccurate or incomplete, you have the right to request an amendment to your records.

### **4.3 Right to Restrict Use and Disclosure**

You may request limitations on how we use or disclose your PHI, though certain restrictions may not be possible due to legal or operational requirements.

### **4.4 Right to Confidential Communications**

You can request that we communicate with you through specific methods or at specific locations to maintain your privacy.

### **4.5 Right to an Accounting of Disclosures**

You have the right to request a list of certain disclosures of your PHI made by us, excluding those made for treatment, payment, and healthcare operations.

# **5. Breach Notification**

## **5.1 Commitment to Transparency**

In the event of a breach of unsecured PHI, we will:

Notify you promptly, as required by HIPAA.

Provide details about the breach, including what occurred, what information was affected, and steps you can take to protect yourself.

## **5.2 Prevention Measures**

We continuously monitor our systems and processes to identify and address vulnerabilities, reducing the risk of unauthorized access or data breaches.

# **6. Business Associates**

We may work with third-party service providers, known as Business Associates, who assist in delivering our services (e.g., payment processing, IT support). These Business Associates are required to sign agreements ensuring they adhere to HIPAA regulations and safeguard your PHI.

## 7. Confidentiality and Security Measures

Regal Wellness employs industry-standard practices to protect your PHI, including:

- Regular employee training on data security and HIPAA compliance.

- Routine audits of security measures to ensure ongoing compliance.

- Secure electronic systems to manage patient records and information.

## 8. Reporting HIPAA Concerns

If you believe your privacy rights have been violated, you may file a complaint with:

- Regal Wellness:** Contact us directly using the details provided below.

- U.S. Department of Health and Human Services (HHS):** Complaints can also be filed with the Office for Civil Rights (OCR).

We take all complaints seriously and will investigate and resolve any concerns promptly. You will not face retaliation for filing a complaint.

## **9. Updates to This HIPAA Compliance Statement**

We reserve the right to update this HIPAA Compliance Statement to reflect changes in our practices or legal requirements. Any updates will be posted on our website with an updated "Effective Date."

## **10. Contact Us**

If you have any questions or concerns about this HIPAA Compliance Statement, your privacy rights, or how we handle your PHI, please contact us: [regalwellness.az@gmail.com](mailto:regalwellness.az@gmail.com)