



First Choice Telehealth, LLC • 507 Lakeshore Dr. Eustis, FL. 32726  
Phone: (407) 906-3365 • Fax: (407) 710-8319 • Email: [info@firstchoicetelehealth.com](mailto:info@firstchoicetelehealth.com)

## FIRST CHOICE TELEHEALTH PRIVACY STATEMENT

I. Introduction: This policy governs the way in which First Choice Telehealth collects, uses, maintains and discloses information collected from Providers and Patients of First Choice Telehealth, LLC. By accepting our Company's Terms of Use or providing information to us you consent to the use and disclosure of Non-Personally Identifiable Information (NPI), Personally Identifiable Information (PII) and Protected Health Information (PHI) as outlined in this Privacy Policy.

II. Provider Responsibility: The use and disclosure of PII and PHI is subject to the practices of the health care provider and the provider's practices are in no way the responsibility of First Choice Telehealth. Providers are expected to comply with all laws governing their practice. Additionally, telehealth requires and Providers are expected to attain mastery of the technology needed for providing telehealth including security measures such as encryption of data, physical security of computers, networks, use of passwords, backup of data, use of firewalls, virus protection, maintenance of hardware, familiarity with software. The Provider is the Owner of the Record. First Choice Telehealth does not store, maintain or transmit patient records other than the initial sign up screening form. First Choice Telehealth does maintain a payment history; however, no other treatment data is collected by First Choice Telehealth. The Provider is the legal owner of the medical records created and generated from treatment. Providers must comply with any medical records release requests by a patient or legally authorized entity. Providers must maintain patient records as required by law within their jurisdiction and make available any records if requested by a patient. No records shall ever be released without a written release from the patient or patient's legally authorized agent except as outlined per Informed Consent. **FTC IS NOT INTENDED FOR USE IN EMERGENCIES. IF PROVIDER THINKS A PATIENT WITH WHOM IT IS COMMUNICATING THROUGH FCT MAY HAVE A MEDICAL EMERGENCY, IT AGREES THAT IT WILL INSTRUCT THAT PATIENT TO CALL HIS HEALTH PROFESSIONAL OR THE APPROPRIATE EMERGENCY CONTACT NUMBER IN HIS LOCATION.** Providers must take responsibility for their Patient's safety. Providers are encouraged to be familiar with the emergency and crisis resources for a particular Patient's location. Emergency contact information is collected from every FCT Patient; Providers must be knowledgeable on how to use emergency information, regardless of Patient location. Providers should have a telephone available in the event of a network or hardware failure in order to ensure that a Patient is not abandoned. The safety and security of FCT Patients is the highest priority. Providers must use appropriate Informed Consent. Providers must ensure that all of their First Choice Telehealth patients complete and sign an appropriate Informed Consent.

III Patient Responsibility: First Choice Telehealth urges Patients to take precautionary measures in maintaining the integrity of their data. Please be responsible for making sure no one can see or access your account and log-in/password information. If you use our Services through a potentially non-secure internet connection, such use is at your own risk. It is your responsibility to check beforehand on your site's privacy and security policy with respect to internet use. First Choice Telehealth is not responsible for your handling, sharing, re-sharing and/or distribution of your personal information. Moreover, if you forward your personal information electronically to another person on or off the Service, we are not responsible for any harm or other consequences from third party use or re-sharing of your information. PATIENTS WHO THINK THEY MAY BE HAVING A MEDICAL EMERGENCY AGREE THAT THEY WILL NOT RELY UPON FCT FOR HELP. PATIENTS FURTHER AGREE TO CALL THEIR LOCAL HEALTH PROFESSIONAL OR THE APPROPRIATE EMERGENCY CONTACT NUMBER IN THEIR LOCATION OR, IF SAFE, HEAD IMMEDIATELY TO THE NEAREST EMERGENCY ROOM.

IV. FCT Information Collection: NPI is non-personal information. NPI does not contain personal data about anyone in particular. We may collect non-personal identification information about anyone that interacts with our Site. Non-personal identification information may include the browser name, the type of computer and technical information about Users means of connection to our Site, such as the operating system, the internet service providers utilized and other similar information. PII is personally identifying information such as name, address, age. PII does not contain health data. PHI includes PII as well as protected health information. First Choice Telehealth collects NPI, PII and PHI that you provide. Privacy is of the utmost importance so we are committed to protecting and keeping confidential all PII and PHI that identifies an individual whether or not it relates to an individual's past, present, or future physical or mental health condition.

V. Use of NPI and PII: Our main focus is to provide a platform that allows individuals to receive telehealth Services from their healthcare providers. FCT collects and uses personal information for the following purposes:

- A. To run and operate our Site – We may need your information to display content on the Site correctly.
- B. To improve customer service – Information you provide helps us respond to your customer service requests and support needs more efficiently.
- C. To personalize user experience– We may use information in the aggregate to understand how our Users as a group use the services and resources provided on our Site.
- D. To improve our Site – We may use feedback you provide to improve our products and services.
- E. To send periodic emails – We may use the email address to respond to your inquiries, questions, and/or other requests.

VI. PHI-- HIPAA and HITECH: As a Business Associate of health care providers that are Covered Entities under the federal health care privacy and security rules, the Health Insurance Portability and Accountability Act (HIPAA) and the Health Information Technology for Economic and Clinical Health (HITECH) Act, First Choice Telehealth maintains PHI in compliance with these rules and our contractual obligations with health care providers.

VII Consent and Opt Out: First Choice Telehealth assumes that you are giving consent to this information collection and use, but we also give you the opportunity to “opt out” of receiving direct marketing or market research information by emailing us at [privacy@FirstChoiceTelehealth.com](mailto:privacy@FirstChoiceTelehealth.com)

VIII: Contact Logs: First Choice Telehealth maintains email and phone logs to record data about all individuals who interact with us by email or telephone and we will store this information. These logs are to assure that we provide the best service possible to our customers. These logs may contain phone numbers, IP address information, type(s) of operating system(s) you use, the date and time you visited the site or contacted us by phone or email, and information about the type of device you use to connect to the Services. All Web logs are stored securely and are accessible to a very limited number of employees and contractors, who have to adhere to strict guidelines regarding user data security and privacy. We do not share this information to anyone under any circumstances except as required by law. First Choice Telehealth does not provide any personal information to third party sites and we do not provide or produce interest-based ads.

IX. Web browser cookies: Our Site may use “cookies” to enhance User experience. User’s web browser places cookies on their hard drive for record-keeping purposes and sometimes to track information about them. User may choose to set their web browser to refuse cookies, or to alert you when cookies are being sent. If they do so, note that some parts of the Site may not function properly. Cookies do not damage your device. First Choice Telehealth may also use internet tags through the Services. We use this technology to evaluate our effectiveness and your use of the Services.

X. Mobile Devices: When you download or use apps created by us (e.g., to deliver the Services), or access our websites via a web browser we may receive information about your location and your mobile device, including a unique identifier for your device. We may use this information to provide you with location-based services, such as search results and other personalized content. Most mobile devices allow you to turn off location services. Mobile devices may also have limitations in regard to security and if you choose to use them you do so at your own risk. First Choice Telehealth will encrypt all data as soon as it reaches us but prior to reaching us we have no control over the data.

XI. Use of Third Parties: First Choice Telehealth shares PII and PHI as permitted by law and as authorized by you as described in the Terms of Use, this Privacy Policy and Informed Consent. First Choice Telehealth employs other companies and individuals to perform functions on our behalf. Examples include technical assistance, analyzing data, and providing promotional assistance. They have access to anonymized information needed to perform their functions, but may not use it for other purposes. Access to this information will permit us to provide services more efficiently and effectively to you and to us. These third parties may be required to disclose information, as described in the section below entitled “Disclosures in Accordance with Law.”

XII. Security: First Choice Telehealth uses account information in a password-protected environment as a security measure to protect your data. We use administrative, physical and technical safeguards to protect data. We maintain a high level of data protection via safeguards such as data backup, audit controls, access controls, and data encryption. First Choice Telehealth Services use industry standard SSL/TLS

encryption to enhance security of electronic data transmissions. First Choice Telehealth will maintain all applicable HIPAA and other regulatory requirements to the extent that it has access to, or otherwise stores, processes or transmits PHI or PII.

XIII As noted above, the Company is a Business Associate of health care providers under HIPAA and we share information with your health care provider, and they share information with us, for purposes related to treatment, payment and health care operations, and otherwise as agreed or authorized by you.

XIV. Disclosures in Accordance of Law:

A. First Choice Telehealth discloses PII/PHI about you as required or permitted by law, including complying with legal process (for example, we may disclose your information as necessary to comply with an authorized civil, criminal or regulatory investigation).

B. We fully cooperate with law enforcement agencies in identifying those who use our services for illegal activities and may, at our sole discretion, disclose PII to satisfy any law, regulation, subpoena, or government request. We reserve the right to release PII about users who we believe are engaged in illegal activities or are otherwise in violation of our Terms of Use, even without a subpoena, warrant or court order, if we believe, at our sole discretion, that such disclosure is necessary or appropriate to operate our web site or to protect our rights or property, or that of our affiliates, or our officers, directors, employees, agents, third-party content providers, suppliers, sponsors, or licensors.

C. We also reserve the right to report to law enforcement agencies any activities we reasonably believe in our sole discretion to be unlawful. If we are legally compelled to disclose information about you to a third party, we will attempt to notify you by sending an email to the email address in our records unless doing so would violate the law or unless you have not provided your email address to us.

XV. First Choice Telehealth does not knowingly collect PII from children. All patient accounts are listed under parent or guardian adults even if the patient is a child.

XVI. First Choice Telehealth may amend this Privacy Policy in the future. In the event changes are made, we will be sure to post changes at the Site and at other places we deem appropriate.

#### QUESTIONS OR SUGGESTIONS

If you have any questions or suggestions on ways we can improve our privacy policy with respect to personal information, please email us at [info@FirstChoiceTelehealth.com](mailto:info@FirstChoiceTelehealth.com).

This privacy policy last updated 12/10/17.