

## Company Overview

**A+ Health** is a mental health organization dedicated to providing accessible, comprehensive, and innovative mental health solutions. Our mission is to empower individuals to live healthier, happier lives by offering various mental health services tailored to meet diverse needs.

## Mission and Vision

At **A+ Health**, mental health is just as important as physical health. Our vision is to break the stigma surrounding mental health and ensure that everyone has access to the support they need. We strive to create a compassionate, inclusive environment where individuals can seek help without fear of judgment.

## A+ Health Clinic Information Privacy Policy

### 1. Introduction

At A+ Health, we understand the sensitive nature of the information you share with us. We are committed to protecting your privacy and maintaining the confidentiality of your personal and health information. This Privacy Policy explains how we collect, use, and safeguard your data.

### 2. Information We Collect

We may collect the following types of information:

- **Personal Information:** Name, date of birth, address, phone number, email address, emergency contact details.
- **Health Information:** Medical history, diagnosis, treatment plans, medication details, therapy notes.
- **Insurance Information:** Health insurance provider, policy number, and billing information.
- **Digital Data:** IP addresses, cookies, and browsing history if you access our services online.

### 3. How We Use Your Information

We use your information for the following purposes:

- **To Provide Services:** Facilitate diagnosis, treatment, and coordination of care.
- **Appointment Management:** Schedule, confirm, or reschedule appointments.

- **Billing and Payments:** Process claims with insurance providers and manage billing.
- **Legal Compliance:** Meet regulatory requirements and respond to legal obligations.
- **Quality Improvement:** Improve the services we provide through data analysis and patient feedback.

#### 4. How We Protect Your Information

Your privacy is our priority. We employ a variety of measures to safeguard your data, including:

- **Limited Access:** Only authorized staff have access to your personal information who are HIPAA certified. Access is granted based on the necessity to perform specific tasks related to your care.
- **Data Encryption:** All electronic communications and records are encrypted to prevent unauthorized access.
- **Regular Audits:** We conduct regular audits of our systems and processes to ensure compliance with privacy regulations.

#### 5. Sharing Your Information

We do not share your personal information without your consent, except in the following circumstances:

- **With Your Consent:** For coordination of care with other healthcare providers (e.g., therapists, psychiatrists, primary care physicians).
- **For Legal Reasons:** To comply with laws, regulations, or legal requests (e.g., court orders, subpoenas).
- **In Emergency Situations:** To prevent serious harm or a life-threatening situation when necessary.
- **With Insurance Providers:** For billing and claims processing purposes.
- **SMS consent will not be shared with any other 3rd party and affiliates for marketing, nor will any phone numbers for the SMS purpose.**

#### 6. Your Rights

You have the following rights concerning your personal and health information:

- **Right to Access:** You may request a copy of your health records at any time.
- **Right to Correction:** You can request corrections to any inaccurate or incomplete information.

- **Right to Restrict Use:** You may request limitations on how your information is used or shared.
- **Right to Confidential Communication:** You can specify how you would like to be contacted (e.g., phone, email).
- **Right to File a Complaint:** If you believe your privacy rights have been violated, you can file a complaint with us or with the relevant regulatory authority.

## **7. Data Retention**

We retain your information for as long as necessary to provide services and comply with legal obligations. Records may be kept for a minimum of no less than 10 years as required by law.

## **8. Changes to This Privacy Policy**

We may update this Privacy Policy from time to time to reflect changes in our practices or legal requirements. We will notify you of significant changes and provide the updated policy on our website.

## **9. Contact Us**

If you have any questions about this Privacy Policy or how we handle your information, please contact us at:

A+ Health

Clinic address: 1752 NW Market St. Seattle WA, 98107

Phone number: (360) 512 3116/ (972) 707 1185

Email address: [patientintake@aplushealth.clinic](mailto:patientintake@aplushealth.clinic)

## **10. Timing:**

- Office hours are Monday to Thursday, from 8:00-5:00 pm PST  
( provider is not available on Friday, but the clinic is open from 8:00 – 4:00 pm)