

ANGEL WALK WELLNESS

Evidence-Based Wellness & Telehealth Care
www.aww-center.com | contact@aww-center.com
Healing with Heart, Science, and Purpose

PRIVACY & CONFIDENTIALITY INFORMATION

Angel Walk Wellness respects your privacy and is committed to handling personal and health information responsibly. This document explains, in general terms, how information may be collected, used, shared, and protected in connection with Angel Walk Wellness services.

This document is intended as patient-facing privacy information and may be revised as Angel Walk Wellness expands its technology, electronic health record systems, service locations, or legal obligations.

1. INFORMATION WE MAY COLLECT

Contact and identifying information, such as your name, date of birth, email address, telephone number, state or location, and emergency contact information when appropriate.

Scheduling and visit information, including requested appointment type, preferred date and time, and communications related to your appointment.

For medical telehealth visits, health information that is reasonably necessary for evaluation and care, such as symptoms, health history, medications, allergies, test results, and clinical documentation.

Information you voluntarily provide during wellness or educational consultations, subject to the scope of that service.

2. HOW INFORMATION MAY BE USED

To schedule, confirm, and manage appointments and communicate with you about services.

To provide medical telehealth care when you are eligible for that service, including clinical assessment, treatment planning, follow-up, referrals, and related care activities.

To provide wellness and educational consultation services.

To maintain appropriate business, clinical, legal, and administrative records and to meet applicable professional or legal requirements.

To improve operations, safety, service quality, and continuity of care where appropriate.

3. DISCLOSURE OF INFORMATION

Angel Walk Wellness does not sell personal health information.

Information may be shared when reasonably necessary for treatment, care coordination, business operations, payment activities if applicable, or with service providers that support Angel Walk Wellness.

Information may also be disclosed when you authorize it or when disclosure is permitted or required by applicable law, such as certain public-health, safety, regulatory, or legal obligations.

When applicable privacy law requires contractual protections for a service provider that handles protected health information, Angel Walk Wellness will use appropriate agreements and safeguards.

4. PRIVACY AND SECURITY SAFEGUARDS

Angel Walk Wellness uses reasonable administrative, physical, and technical safeguards appropriate to the services and systems in use.

Access to personal or health information should be limited to individuals or service providers who need the information for authorized purposes.

No electronic storage, communication, or transmission method can be guaranteed to be completely secure. Privacy and security practices may change as technology and practice infrastructure evolve.

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5. TELEHEALTH AND ELECTRONIC COMMUNICATION

Telehealth and electronic communication may involve audio, video, messaging, electronic records, or other technologies. Reasonable safeguards should be used, but electronic communication has inherent privacy and security risks.

Do not send sensitive medical information through ordinary email or the public appointment-request form unless Angel Walk Wellness specifically instructs you to use an appropriate secure method.

When Angel Walk Wellness adopts or changes an electronic health record, patient portal, telehealth platform, or other clinical technology, privacy procedures and this document may be updated to reflect those systems.

6. YOUR PRIVACY REQUESTS

Depending on the law that applies to your information and service, you may have rights to request access to records, request corrections, ask questions about privacy practices, or request certain restrictions or confidential communications.

Some requests may be subject to legal, clinical, identity-verification, record-retention, or other limitations.

Privacy-related requests may be directed to Angel Walk Wellness using the contact information listed in this document.

7. RECORD RETENTION

Records will be retained for periods required by applicable federal and state law and professional requirements.

Retention periods may vary based on the type of record, service provided, patient location, and applicable legal requirements.

8. HIPAA AND OTHER PRIVACY REQUIREMENTS

Where the HIPAA Privacy, Security, or Breach Notification Rules apply to Angel Walk Wellness or its service providers, applicable protected health information will be handled in accordance with those requirements.

Other federal or state privacy, confidentiality, telehealth, professional, or recordkeeping laws may also apply depending on the service and the patient's location.

This general privacy information is not intended to replace any formal Notice of Privacy Practices or other notice that Angel Walk Wellness may be required to provide under applicable law.

9. UPDATES TO THIS INFORMATION

Angel Walk Wellness may revise this privacy information as its services, licensed jurisdictions, technology, vendors, or legal obligations change.

The current version made available by Angel Walk Wellness should be reviewed when material changes are made.

ACKNOWLEDGMENT

By signing below, I acknowledge that I received and had an opportunity to review this Privacy & Confidentiality Information. My signature confirms receipt and acknowledgment; it does not waive any privacy rights that apply to me.

Client/Patient Name: _____

Signature: _____

Date: _____

Privacy Contact:

Angel Walk Wellness
contact@aww-center.com

Provider: Mei Chen, ACNP-BC, FNP-C
Founder, Angel Walk Wellness