***Terms and Conditions / Privacy Policy / Security***

Waring Wellness / Kristina Waring MA CCC-SLP uses the electronic medical records platform, PtEverywhere. PtEverywhere is an all-in-one therapy software for practice management. It provides secure and encrypted methods for scheduling, documentation, invoicing, and communication directly between the patient and Waring Wellness staff members from one easy-to-use interface.

# **ONLINE AND MOBILE PRIVACY STATEMENT AND POLICY**

PtEverywhere’s/Waring Wellness’/Kristina Waring, MA CCC-SLP's websites and/or mobile application (“App”) respects patients’ rights to privacy and value the trust they have placed in PtEverywhere and their contracted Healthcare Provider, Waring Wellness/Kristina Waring, MA CCC-SLP. We (PtEverywhere, Waring Wellness, Kristina Waring MA CCC-SLP) respect the responsibility we have as stewards of the information you provide online.

**What Information Does PtEverywhere and Waring Wellness/Kristina Waring, MA CCC-SLP Collect?**

When you (the patient/guardian) register or log into your online PtEverywhere/Waring Wellness accounts via the App or internet browser, you may be required to provide certain personal information with us, for example, your name, date of birth, phone number, address, or other information that can be used to identify you. We may supplement the information you submit to us online with other personal information that we legally obtain about you from public and non-public records (i.e., physician referral, documentation, etc). When you return to your PtEverywhere accounts, this personal information may be used to “authenticate” or confirm your identity to secure and properly restrict access to your online accounts.

Through our website, we collect information using tiny text files called “cookies”. Cookies track the pages you visit and they make web pages load faster and improve your general online experience.

When using certain functions via the “App,” your location information may be used if your mobile device uses global positioning system (“GPS”) technology, trackers or other location tools. If you allow your location information to be obtained, we will use this information solely to return your estimated location and to provide you with more personalized results and/or services (i.e., map finder). PtEverywhere/Waring Wellness does not monitor your GPS tracking or location information and **does not save, nor shares** this information outside our electronic medical records system or EMR/PtEverywhere.

The “App” also permits you to upload a photograph from your mobile device. The photograph is for your personal use only and PtEverywhere/Waring Wellness do not have access to or permission to use, copy or distribute this image. Your photo will not be uploaded to the PtEverywhere secure server.

**How Do We Use Your Personal Information?**

Waring Wellness/Kristina Waring MA CCC-SLP will **not share or sell your personal information**.

Any personal information you provide on our website or App will be used for the purpose stated on the page where it is collected and in accordance with applicable laws and regulations.

To support our business operations and provide services to you, we provide access to your personal information to Waring Wellness/Kristina Waring, MA CCC-SLP's employees, our EMR vendor (PtE) where your information is securely stored, our reimbursement assistance (Reimbursify), payment collection service provider (CardPointe), and our Outstanding Collections agency (Cornerstone). These HIPAA contracted vendors are explained in Waring Wellness/Kristina Waring MA CCC-SLP's Payment and SLP Policy agreement and Consent for Services Agreement, which is signed off by you/patient before the start of any services provided.

**Do We Allow Unaffiliated Third Parties to Access Data Collected On Our Websites?**

No, we do not allow unaffiliated third parties to access data collected on our website: <https://www.waringwellness.com/.>

If you elect to provide any information or provide a review about your visit(s) to Waring Wellness/Kristina Waring MA CCC-SLP, through email and social networking sites you do so at your request and own risk. Waring Wellness/Kristina Waring, MA CCC-SLP will not directly ask you to provide this review.

If you elect to access the vendor PtEverywhere directly at https://www.pteverywhere.com/ PtEverywhere will allow third-party companies to collect certain anonymous information about your visits to provide advertisements about the goods or services they offer that may be of interest to you. These companies use a cookie or third-party web beacon to collect this information. No individually identifiable information (such as your name or address) will be made available to these companies. These companies are not affiliated with Waring Wellness/Kristina Waring, MA CCC-SLP.

\***http://app.pteverywhere.com\*** is the secure site used by Waring Wellness/Kristina Waring, MA CCC-SLP and third-party companies **do not have access** to this information and subsequently **cannot collect or store information** from the PtE patient portal or WaringWellness.com.

Note: [**www.pteverywhere.com**](http://www.pteverywhere.com/)is a public website and is outside Waring Wellness/Kristina Waring, MA CCC-SLP's secure portal.

Third-party companies which are unaffiliated with Waring Wellness/Kristina Waring MA CCC-SLP may collect your information if you are visiting the third company main websites and not accessing your account through the portal access.

Waring Wellness/Kristina Waring MA CCC-SLP is not liable for information collected when Patients use any public website outside the secure patient portal.

**How Does We Keep Your Information Safe and Secure?**

Waring Wellness/Kristina Waring, MA CCC-SLP uses the vendor PtEverywhere (PtE) as our main Electronic Medical Records (EMR) system. PtE uses many safety measures to make sure your information is secure. Examples include firewalls and data encryption. PtEverywhere regularly reviews the security of the electronic systems, including web pages. PtEverywhere performs regular checks to make sure the security systems stay up to date and work effectively.

Waring Wellness/Kristina Waring, MA CCC-SLP employs vendors which use the following pillars of security to maintain stewardship of your protected health and medical information:

1. **Authorization:** staff members and approved records vendor are restricted in their access to your records based on approved authorization.
2. **Authentication:** staff members and approved records vendor use passwords and multi-factor authentication to verify identity.
3. **Automictic Log Off:** staff members and approved records vendor’s devices require automatic log off function used to prevent unauthorized access to your patient information.
4. **Audits and Alerts:** our approved records vendor performs regular audit trails and utilizes a real-time alerts system.
5. **Encryption:** our approved records vendor uses encryption algorithms for both stored and transmitted patient data.
6. **Hosting and Infrastructure:** We contract only HIPAA-compliant vendors to collect your data. This means each vendor we contract with uses secure data centers with robust firewalls, intrusion detection systems, and comprehensive disaster recovery plans.
7. **Business Associate Addendum (BAA):** Each vendor we use has signed a legally binding contract that outlines their responsibilities in protecting your private data and ensures vendors adhere to current HIPAA standards. This legal document or BAA certifies a vendor as HIPAA compliant.

**Contacting Waring Wellness/Kristina Waring MA CCC-SLP's EMR vendor company PtEverywhere directly.**

If you decide to email our vendor PtEverywhere directly, please **do not include information you want to keep private**. This includes information that could be used to identify you. You are emailing or messaging outside of your secure patient portal and information provided by you will no longer be secure or encrypted. This means that someone else may intercept or read your message as it is being sent. If you see an email address or a link on a http://PtEverywhere.COM website that opens an addressed email, **do not use it to send private information,** general inquires only.

**Waring Wellness/Kristina Waring MA CCC-SLP DOES NOT REQUIRE** you to communicate directly with our vendor PtEverywhere in-person, over the phone, or electronically. Contacting our vendor PtE outside of Waring Welless/Kristina Waring MA CCC-SLP patient portal is done at your own request and risk.

If you elect to contact PtEverywhere and we recommend you email or call to request a call back from their customer service representative. Their main customer service phone number is listed on [https://pteverywhere.com/about-us/.](https://www.pteverywhere.com/about-us/) Within the US call: +1 (866) 783-0011 Outside the US or for international call: [+1 (919) 651-1628](tel:+1%209196511628) or email request for call back at [Talk2PtE@pteverywhere.com.](mailto:talk2Pte@pteverywhere.com)

**Contacting or Communicating with Waring Wellness/Kristina Waring, MA CCC-SLP**

If you elect to email from outside the secure patient portal **app.pteverywhere.com,** please do not include information you want to keep private. This includes information that could be used to identify you. While the email is being sent on its way to Waring Wellness/Kristina Waring MA CCC-SLP, someone else may intercept or read it. Using the patient messaging feature within your secure portal is the most secure method of communication.

**General questions** from non-registered patients are best made via messaging system through our website: <http://www.waringwellness.com> or email sent to [admin@waringwellness.com](mailto:admin@waringwellness.com). By providing us with your mobile telephone number and submitting a message through our website you are consenting to be contacted by SMS text message and the Waring Wellness Staff. Message & data rates may apply. Reply “STOP” to received messages to opt out of further messaging.

For registered patients, the best and most secure method of communicating is through your patient portal’s instant messaging. Other means of communication includes calling the clinic. For general inquiries consider sending an SMS text to the clinic number (907) 205-4751. By providing a telephone number you are consenting to be contacted by SMS text message. Message & data rates may apply. Reply STOP to opt out of further messaging. You may send an email request to [admin@waringwellness.com](mailto:admin@waringwellness.com) with a request for a call back from office personnel. Messaging from within **app.pteverywhere.com** is secure and encrypted within our system. Please allow up to 2 days for a response.

**We do not require you to communicate** with Waring Wellness/Kristina Waring, MA CCC-SLP through email, portal messaging or other forms of **electronic messaging**. Our main customer service phone number is 907-205-4751. Our trained service representative is a REAL person, located on the East Coast, and the time difference is 4 hours later than Alaska Standard time. If your call is not answered immediately, please leave a message and allow up to 48-hours for a call back.

Please note the only private or secure communications occur through phone calls or through the patient portal.

**How Will Waring Wellness/Kristina Waring MA CCC-SLP Contact You the Patient/Client**

Waring Wellness/Kristina Waring MA CCC-SLP will use the following means of communication:

1. Phone
2. SMS Text Messaging

By providing us with your mobile telephone number and registering for a patient account through our website you are consenting to be contacted by SMS text message. Message & data rates may apply. Reply “STOP” to received messages to opt out of further messaging.

1. Patient Portal instant Messaging powered by <https://app.pteverywhere.com/>
2. Email [admin@waringwellness.com](mailto:admin@waringwellness.com) or kristina@waringwellness.com

Patient’s/Client’s email, phone or mobile information **will NOT BE shared with or accessible** to third parties/affiliates for marketing/promotional purposes. All other categories exclude text messaging originator opt-in data and consent; this information **will not be shared** with any third parties.

Our vendors PtEverywhere, and Reimbursify will not be in direct contact with you **unless** you specifically submitted a formal request DIRECTLY to these vendors for assistance. Waring Wellness/Kristina Waring MA CCC-SLP will never ask our HIPAA-compliant vendors to contact you directly.

Waring Wellness/Kristina Waring MA CCC-SLP may send you supportive text messaging or emails outside the portal containing links to general product recommendation or health forms. **Waring Wellness/Kristina Waring MA CCC-SLP does not share or sell any of your private information**. We also do not generate revenue or commissions from any of the recommended products or service obtained outside Waring Wellness/Kristina Waring, MA CCC-SLP.

Waring Wellness/Kristina Waring MA CCC-SLP may send you emails outside the portal or through text messaging that containing reminders to complete links to HIPAA protected forms that are used to gather private information such as your health history, consent for treatment, contract reflecting Good Faith Estimate of services, your rights under HIPAA, and patient reported outcome measures or PROMs.

These protected forms are collected, transmitted and stored by our HIPAA approved, contracted and trusted vendor, JotForm.com (use links below to view terms of use, privacy policy and security policy for Jotform). JotForm does not share or sell any information collected or stored on their database.

**Links to HIPAA Compliant Contracted Vendor’s Terms of Use and Privacy Policy**

To provide you with valuable information, now and then our websites and App have links to third party websites we do not own or control. A link does not mean we approve or endorse a site. We are not responsible for the quality, accuracy, security or privacy practices of sites we do not own. Be sure to read the privacy statement of each site you visit.

<https://www.pteverywhere.com/terms-of-service>

<https://www.pteverywhere.com/privacy-statement>

<https://www.jotform.com/terms/>

<https://www.jotform.com/privacy/>

<https://www.jotform.com/security/>

<https://reimbursify.com/privacy-policy/>

<https://reimbursify.com/terms-of-use/>

<https://www.wix.com/about/privacy> (waringwellness.com)

<https://www.wix.com/about/terms-of-use> (waringwellness.com)

<https://www.cornerstonecredit.net/privacy-policy/>

**Does the Waring Wellness/Kristina Waring MA CCC-SLP Privacy Statement Apply if I’m Not in the U.S. and I Use or Visit PtEverywhere’s Websites or App?**

When you use PtEverywhere/Waring Wellness/Kristina Waring, MA-CCC-SLP website or the “App” from outside the United States, including when you are in the European Union (“EU”), it means you consent to have the personally identifiable information, you give us, processed outside of the U.S., outside of the EU, and your information is now subject to the privacy and data collections policy of the country or location from where you are residing.

Waring Wellness/Kristina Waring, MA CCC-SLP will not be liable for any private information that may be collected or captured when you elect to login to your account outside the state of Alaska or outside of the United States.

**Terms of Use**

When you use PtEverywhere/Waring Wellness/Kristina Waring, MA CCC-SLP website or App, you **agree to the terms of this statement**. This statement is not intended to and does not create any contractual or other legal rights in or on behalf of any party.

**Changes to Waring Wellness/Kristina Waring MA CCC-SLP Online and Mobile Privacy Statement**

PtEverywhere/Waring Wellness/Kristina Waring, MA CCC-SLP may change this statement from time to time without notice. The most recent revision date will be listed below and the posted version of the statement will apply to your use of our websites and App.

Thank you.



June 2024