PRIVACY POLICY

Clinton Medical Office PC
Last Updated: February 2025

Introduction

Clinton Medical Office PC ("we," "us," or "our") is committed to protecting the privacy and security of your personal information. This Privacy Policy describes how we collect, use, disclose, and safeguard your information when you use our healthcare services, visit our website, or communicate with us via SMS/text messaging.

Information We Collect

We may collect the following types of personal information: name, address, email address, phone number (including mobile phone number for SMS communications), date of birth, health insurance information, and medical/health information necessary to provide healthcare services.

SMS/Text Messaging Communications

If you provide your mobile phone number and consent to receive SMS/text messages from us, we may send you text messages related to your healthcare, including but not limited to: appointment reminders and confirmations, telehealth appointment links (such as Zoom video call links), appointment rescheduling notifications, and general practice communications.

Message frequency varies based on your appointments and interactions with our practice. Message and data rates may apply. You may opt out of receiving SMS messages at any time by replying **STOP** to any message. For help or more information, reply **HELP** or contact our office directly.

Consent to SMS/Text Message Communications

By providing your mobile phone number through any of the following methods, you consent to receive SMS/text message communications from Clinton Medical Office PC for appointment-related and healthcare-related purposes:

Website Consent: Our website contains a "Contact Us" form that asks for your phone number. By checking the SMS consent checkbox on the form and submitting it, you are expressly consenting to receive SMS/text messages from Clinton Medical Office PC. The consent checkbox states: "By providing a telephone number and submitting this form you are consenting to be contacted by SMS text message. Message & data rates may apply. Message frequency may vary. Reply Help for more information. You can reply STOP to opt-out of further messaging."

Inbound SMS Consent: Our business phone number is published on our website, Google Business Profile, appointment cards, patient intake paperwork, and office signage. Patients and prospective patients may text this number directly to inquire about appointments or services. By

initiating a text message to our published business number, you are consenting to receive SMS/text message responses from us. We remind you that messaging and data charges may apply, message frequency may vary, and you can opt out at any time by replying **STOP**. Replying **HELP** provides more information. We also ask that you refer to this privacy policy on our website for full details.

Your consent to receive SMS/text messages is not a condition of receiving healthcare services from Clinton Medical Office PC. You may revoke your consent at any time by replying **STOP** to any message or by contacting our office directly.

Opt-Out and Help Information

You can opt out of SMS/text messages at any time by replying **STOP** to any message you receive from us. After opting out, you will receive a one-time confirmation message and will no longer receive text messages from us unless you opt in again.

For help or more information about our text messaging program, reply **HELP** to any message you receive from us, or contact our office directly. Standard message and data rates from your wireless carrier may apply. Message frequency may vary depending on your appointments and interactions with our practice.

How We Use Your Information

We use your personal information to: provide and coordinate your healthcare services; schedule and confirm appointments; send appointment reminders via SMS/text message; provide telehealth services including video consultation links; process payments and insurance claims; communicate with you about your health and treatment; and comply with legal and regulatory requirements.

Disclosure of Your Information

We do not sell, rent, or share your personal information, including your phone number, to third parties for their marketing purposes. We do not share your information with affiliates or third parties for lead generation or marketing purposes.

We may disclose your information only in the following limited circumstances: to healthcare providers involved in your care; to your health insurance company for payment purposes; as required by law or to comply with legal process; and to service providers who assist us in operating our practice (such as appointment scheduling systems), who are bound by confidentiality obligations.

HIPAA Compliance

As a healthcare provider, we comply with the Health Insurance Portability and Accountability Act (HIPAA) and other applicable healthcare privacy laws. Your protected health information (PHI) is handled in accordance with our Notice of Privacy Practices, which is available upon request.

Data Security

We implement appropriate technical and organizational security measures to protect your personal information against unauthorized access, alteration, disclosure, or destruction.

Your Rights and Choices

You have the right to access, correct, or request deletion of your personal information, subject to applicable laws. You may opt out of SMS/text messages at any time by replying **STOP**. For help, reply **HELP** or contact our office. To exercise your rights or ask questions about this policy, please contact our office.

Contact Us

If you have questions about this Privacy Policy or our privacy practices, please contact us at:

Clinton Medical Office PC
95 Clinton St, Hempstead, NY 11550
Phone: (516) 303-8008
Email: info@clintonmedical.net

Changes to This Policy

We may update this Privacy Policy from time to time. We will notify you of any material changes by posting the updated policy on our website with a new "Last Updated" date.