

# F&S Physical Therapy/ Wellness Physical Therapy

## Privacy Policy

F&S Physical Therapy / Wellness Physical Therapy is committed to protecting your privacy and ensuring the confidentiality of your personal health information. This Privacy Policy outlines how we collect, use, and safeguard your personal and health information in accordance with applicable laws, including the Health Insurance Portability and Accountability Act (HIPAA) in the United States. Consumer information is not shared with third parties for marketing purposes.

### 1. Information We Collect

We collect and maintain various types of personal information to provide physical therapy services, including:

- **Personal Identification Information:** Name, address, phone number, email address, and date of birth.
- **Health Information:** Medical history, diagnoses, treatment plans, progress notes, therapy session details, and other health-related information necessary for your treatment.
- **Insurance Information:** Insurance provider details, policy number, and claims information to process billing and claims.
- **Payment Information:** Credit card or other payment details, as needed for billing.

### 2. How We Use Your Information

We use the personal information we collect for the following purposes:

- **To Provide Treatment:** We use your health information to evaluate, treat, and manage your physical therapy care.
- **Billing and Insurance:** To process payments, submit claims to insurance companies, and verify coverage.
- **Appointment Scheduling and Communication:** To contact you regarding appointments, treatment updates, and other necessary communications related to your care.
- **Compliance with Legal and Regulatory Requirements:** We may use your information to comply with healthcare laws and regulations, including audits, government reporting, and medical record keeping.
- **Improving Services:** We may analyze aggregate, non-identifiable information to improve our services and patient care practices.

### 3. How We Protect Your Information

We take the security and confidentiality of your personal information seriously. We implement a variety of physical, technical, and administrative safeguards to protect your data from unauthorized access, use, or disclosure. These safeguards include:

- **Encryption:** We encrypt sensitive information, including health data, during transmission and storage.
- **Access Control:** Only authorized personnel involved in your care have access to your personal health information.
- **Secure Records:** Paper-based medical records are stored in secure, locked facilities, and electronic records are protected by password security and firewalls.

#### 4. Disclosure of Your Information

We may share your personal information in the following situations:

- **With Healthcare Providers:** To coordinate your care, we may share your health information with other healthcare providers (e.g., physicians, specialists).
- **With Insurance Companies:** We may share necessary information with your insurance company to process claims or verify coverage.
- **To Comply with Legal Requirements:** We may disclose your information to comply with federal, state, or local laws, including responding to subpoenas, court orders, or regulatory inquiries.
- **With Your Consent:** We may share your information if you give us written consent or authorization.

#### 5. Your Rights

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

- **Right to Access:** You have the right to request a copy of your health records. We may charge a reasonable fee for copies.
- **Right to Correct Information:** If you believe your information is inaccurate or incomplete, you have the right to request corrections.
- **Right to Request Restrictions:** You can request that we limit the use or disclosure of your personal health information in certain circumstances. We are not required to agree to all requests but will consider them.
- **Right to Confidential Communications:** You can request that we communicate with you using alternative methods or locations, such as sending information to a work address instead of a home address.
- **Right to File a Complaint:** If you believe your privacy rights have been violated, you may file a complaint with us or with the U.S. Department of Health and Human Services.

#### 6. Retention of Your Information

We retain your personal and health information for as long as necessary to fulfill the purposes for which it was collected, including providing care, fulfilling legal obligations, resolving disputes, and enforcing agreements. Once your information is no longer required, it will be securely destroyed or anonymized.

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

We reserve the right to update or change this Privacy Policy at any time. Any updates will be posted on this page with an updated effective date. We encourage you to review this Privacy Policy periodically.

### **8. Contact Us**

If you have any questions or concerns about our privacy practices or wish to exercise your rights, please contact us at:

F&S Physical Therapy, Inc / DBA Wellness Physical Therapy  
174 Ouachita Dr. Mount Ida, AR 71957  
Phone: 479-632-0321  
Email: [Alma@wellnessptcare.com](mailto:Alma@wellnessptcare.com)