

## WEBSITE LEGAL & COMPLIANCE PACKET

### WEBSITE PRIVACY POLICY

#### Performance Medicine & Sports Therapy (PMST)

**Effective Date: January 1, 2025**

#### Overview

Performance Medicine & Sports Therapy respects your privacy and is committed to protecting your personal information. This Privacy Policy explains how information is collected, used, and safeguarded when you visit our website.

This policy applies **only to website activity** and does not replace or supersede our HIPAA Notice of Privacy Practices for protected health information obtained during clinical care.

#### Information We Collect

We may collect:

- Name, phone number, and email address
- Insurance-related information submitted through forms
- Appointment requests or inquiries
- IP address, browser type, device information
- Website usage and analytics data

We do not intentionally collect sensitive medical information through the website unless you voluntarily submit it.

#### How We Use Information

Information may be used to:

- Respond to inquiries or appointment requests
- Verify insurance coverage at your request
- Improve website functionality and performance

- Communicate regarding services you request

We do not sell, rent, or trade personal information.

### **Cookies and Analytics**

We may use cookies or similar technologies to understand website traffic and improve performance. You may disable cookies through your browser settings.

### **Information Sharing**

Information may be shared:

- Internally for scheduling and administrative purposes
- With service providers supporting website operations
- When required by law

We do not share personal information for third-party marketing.

### **Data Security**

Reasonable administrative, technical, and physical safeguards are used to protect information submitted through the website. No online transmission can be guaranteed to be fully secure.

### **Third-Party Links**

Our website may contain links to third-party websites. PMST is not responsible for their privacy practices or content.

### **Updates**

This Privacy Policy may be updated periodically. Changes will be posted with an updated effective date.

### **Contact**

Questions regarding this Privacy Policy may be directed to:

[info@recoverwithpurpose.com](mailto:info@recoverwithpurpose.com)

## **WEBSITE TERMS & CONDITIONS**

**Effective Date: January 1, 2025**

### **Acceptance of Terms**

By accessing or using this website, you agree to these Terms & Conditions. If you do not agree, please do not use the website.

### **No Medical Advice**

Content on this website is for general informational purposes only and does not constitute medical advice, diagnosis, or treatment. Use of this website does not establish a provider-patient relationship.

### **Appointment Requests**

Submitting a request through this website does not guarantee an appointment. Appointments are confirmed only after direct communication with our office.

### **Insurance Information**

Insurance listings, benefit estimates, and cost discussions are provided for reference only. Coverage and costs must be verified directly with our office and your insurance carrier.

### **Intellectual Property**

All content on this website, including text, graphics, logos, and images, is the property of Performance Medicine & Sports Therapy and may not be reproduced without written permission.

**Limitation of Liability**

PMST is not responsible for damages arising from website use, inability to access the site, reliance on website content, or technical interruptions.

**Governing Law**

These Terms & Conditions are governed by the laws of the State of Texas.

## **WEBSITE DISCLAIMER**

**Effective Date: January 1, 2025**

### **General Disclaimer**

The information provided on this website is for educational and informational purposes only and is not a substitute for professional medical advice.

Always consult a qualified healthcare provider regarding your condition or treatment.

### **No Guarantees**

Results from physical therapy and related services vary by individual. No guarantees of outcomes are expressed or implied.

### **Insurance Disclaimer**

Insurance information provided through this website does not guarantee coverage or payment. Final determinations are made by your insurance carrier.

### **Technology Disclaimer**

Website forms, scheduling tools, and insurance lookup features are provided for convenience and may be subject to technical limitations or delays.

## **NOTICE OF NONDISCRIMINATION**

**Effective Date: January 1, 2025**

Performance Medicine & Sports Therapy complies with applicable federal civil rights laws and does not discriminate on the basis of:

- Race
- Color
- National origin
- Age
- Disability
- Sex

PMST does not exclude people or treat them differently based on these characteristics.

### **Communication Assistance**

Performance Medicine & Sports Therapy **does not provide language interpretation or translation services**, including services for individuals with limited English proficiency.

Patients may bring a family member, friend, or personal interpreter if assistance is needed.

### **Filing a Complaint**

If you believe you have been discriminated against, you may file a complaint with:

U.S. Department of Health and Human Services

Office for Civil Rights

200 Independence Avenue, SW

Washington, DC 20201

1-800-368-1019

### **HIPAA NOTICE OF PRIVACY PRACTICES**

**Performance Medicine & Sports Therapy (PMST)**

**Effective Date: January 1, 2025**

**This Notice Describes How Medical Information About You May Be Used and Disclosed and How You Can Access It**

**Our Commitment to Your Privacy**

Performance Medicine & Sports Therapy is required by law to:

- Maintain the privacy of your protected health information (PHI)
- Provide you with this Notice
- Follow the terms of this Notice

**How We May Use and Disclose Your Health Information**

**Treatment**

We may use and share your PHI to provide, coordinate, or manage your healthcare.

**Payment**

We may use and disclose PHI to bill and collect payment from insurance carriers or other responsible parties, including benefit verification and claims processing.

**Healthcare Operations**

We may use PHI for operational purposes such as quality improvement, training, licensing, accreditation, and administrative activities.

**Appointment Reminders and Communications**

We may contact you regarding:

- Appointment confirmations and reminders
- Scheduling changes
- Administrative or billing-related matters
- Limited care-related communications

Communications may occur via:

- Phone calls
- Voicemail messages
- Text messages (SMS/MMS)
- Email

We will use the contact information you provide to us.

### **Text Messaging and Phone Communications**

By providing your phone number, you consent to receive calls and text messages related to:

- Appointments and reminders
- Care coordination
- Administrative notifications

Text messages are not guaranteed to be secure. Message and data rates may apply. You may opt out of non-essential text messages at any time by notifying our office or replying STOP when applicable. Opting out may limit our ability to communicate efficiently.

### **Disclosures Required or Permitted by Law**

We may disclose PHI as required or permitted by law, including for public health activities, health oversight, judicial proceedings, law enforcement, and to prevent serious threats to health or safety.

### **Your Rights**

You have the right to:

- Access and obtain copies of your health records
- Request amendments to your records
- Request an accounting of certain disclosures
- Request restrictions on uses or disclosures
- Request confidential communications

- Obtain a paper copy of this Notice

Requests must be submitted in writing and may be denied as permitted by law.

### **Breach Notification**

We will notify you as required by law if a breach of unsecured PHI occurs.

### **Changes to This Notice**

We reserve the right to change this Notice at any time. Changes will apply to all PHI we maintain and will be posted with an updated effective date.

### **Questions or Complaints**

If you have questions or believe your privacy rights have been violated, contact:

#### **Privacy Officer**

Performance Medicine & Sports Therapy

Email: [info@recoverwithpurpose.com](mailto:info@recoverwithpurpose.com)

You may also file a complaint with:

U.S. Department of Health and Human Services

Office for Civil Rights

200 Independence Avenue, SW

Washington, DC 20201

1-800-368-1019

You will not be retaliated against for filing a complaint.