

Privacy Policy

Medication Therapy Management (MTM) Services

Last Updated: 01/20/26

This Privacy Policy describes how we collect, use, disclose, and protect information obtained through our website and through Medication Therapy Management (“MTM”) services. By using our website or services, you agree to the terms of this Privacy Policy.

1. Who We Are

MTM services are provided by an **independent pharmacist licensed in the State of Florida** (“we,” “us,” or “our”) in accordance with **Florida law (Chapter 465, Florida Statutes)** and applicable federal regulations, including the Health Insurance Portability and Accountability Act of 1996 (“HIPAA”).

2. Information We Collect

We may collect the following types of information:

a. Personal and Health Information

When you receive MTM services or complete intake forms, we may collect:

- Name, date of birth, contact information
- Medication lists, allergies, and medical history
- Prescriber and pharmacy information
- Health insurance or payment information (if applicable)

This information may constitute **Protected Health Information (“PHI”)** under HIPAA.

b. Website Information

When you visit our website, we may collect:

- IP address and browser type
- Pages viewed and time spent on the site

- Device and operating system information

This information is generally collected through cookies or similar technologies and does not, by itself, identify you as a patient.

3. How We Use Information

We use information collected to:

- Provide MTM services
- Communicate with you and, when authorized, your healthcare providers
- Improve medication safety, education, and adherence
- Schedule appointments and manage operations
- Comply with legal, regulatory, and professional requirements

We do **not** sell patient information.

4. HIPAA Notice of Privacy Practices

When acting as a HIPAA-covered entity or business associate, we use and disclose PHI only as permitted or required by HIPAA and applicable Florida law.

PHI may be used or disclosed for purposes including:

- Treatment (e.g., communicating with prescribers)
- Payment (if applicable)
- Healthcare operations
- As required by law

Additional details regarding HIPAA rights may be provided in a separate **Notice of Privacy Practices**, if applicable.

5. Telehealth and Electronic Communications

When MTM services are provided via telehealth or electronic communication:

- Reasonable administrative, technical, and physical safeguards are used to protect information
- No system can be guaranteed to be 100% secure

- Telehealth communications are not monitored continuously and are not for emergencies

You consent to electronic communications by using telehealth services.

6. Disclosure of Information

We may disclose information:

- To healthcare providers involved in your care, as authorized
- To third-party service providers that support operations (e.g., scheduling, billing, IT), subject to confidentiality obligations
- As required by law, regulation, subpoena, or court order
- To prevent serious threats to health or safety, as permitted by law

We do not disclose information for marketing purposes without authorization.

7. Your Rights

Depending on applicability, you may have the right to:

- Request access to your health information
- Request corrections to inaccurate information
- Request restrictions on certain uses or disclosures
- Request confidential communications

Requests must be submitted in writing and may be subject to legal limitations.

8. Data Security

We implement reasonable safeguards designed to protect information from unauthorized access, use, or disclosure. However, no method of transmission or storage is completely secure, and we cannot guarantee absolute security.

9. Cookies and Analytics

Our website may use cookies or analytics tools to improve functionality and user experience. You may adjust your browser settings to refuse cookies; however, some features of the website may not function properly.

10. Children's Privacy

This website is not intended for use by children under the age of 18 without the involvement of a parent or legal guardian. We do not knowingly collect information from minors without appropriate consent.

11. Third-Party Websites

Our website may contain links to third-party websites. We are not responsible for the privacy practices or content of those sites. Accessing third-party sites is at your own risk.

12. Changes to This Privacy Policy

We reserve the right to update this Privacy Policy at any time. Changes will be posted on this page with a revised "Last Updated" date. Continued use of the website or services constitutes acceptance of the revised policy.

13. Contact Information

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

Email: Nadera@my-personal-pharmacist.com

Phone: 772-207-1044
