ePreop, Inc. Privacy Policy

Introduction

At ePreop we recognize that patient privacy is vitally important. ePreop is a business associate of its covered entity provider clients under the Health Insurance Portability and Accountability Act and its implementing regulations (“HIPAA”). As such, ePreop has enacted a number of privacy and security policies and procedures designed to safeguard and protect the confidentiality of patient health information (hereinafter referred to as the “Privacy Policy”). The ePreop Privacy Policy also covers ePreop’s privacy procedures involving non-health information as more fully described below. Please note that ePreop reserves the right to make changes or additions to its Privacy Policy at times deemed appropriate by ePreop.

At ePreop, we are committed to respecting and protecting the privacy and security of your health information as a visitor to our Online Patient Services and Diagnostic Site. We believe the issue of privacy is extremely important and take our responsibility in securing every patient’s confidential information very seriously. We value the trust you place in us each time you use our services and access this web site. This Privacy Statement details the policies and procedures we have established to protect personal information that may be stored, maintained and used as you or your physician or health care provider visit our web site.

If you have any questions about this Privacy Policy, please feel free to contact us through our website or write to us at

Privacy Inquiries
ePreop, Inc.
909 Electric Ave
Suite 202
Seal Beach, CA 90740

Your Medical Information

With regard to information that you provide that meets the definition of protected health information, ePreop may only use and disclose such information consistent with HIPAA and the terms of the business associate agreement between ePreop and the covered healthcare entity. For example, the information will be used and disclosed for purposes of coordinating information in connection of the delivery of health care services to you by your provider and the health care facility. The information will also be used and disclosed for purposes of payment activities (e.g., submitting claims to the health insurance company for payment in connection with the delivery of a medical service to you). Your health care provider will be providing you a copy its HIPAA Notice of Privacy Practices which sets forth how your provider may use and disclosure your health information and your rights under HIPAA.
Information we collect and how we use it

When you visit and navigate our sites and when you communicate with us via our website, we will not collect personal information about you unless you provide us that information voluntarily. If you provide personal information to us voluntarily via our website, we will not sell, license or transmit that information outside of ePreop and affiliated vendors/contractors who are involved in administering or providing the services outlined on our site. We will only disclose information in compliance with applicable laws and regulations and will require recipients to protect the information and use it only for the purpose provided. As noted above, your health information will be handled in accordance with HIPAA.

By “personal information,” we mean data that is unique to an individual, such as a name, address, social security number or telephone number, and any and all medical information needed to provide the services contemplated on our site. We may request personal information from you at our site in order to deliver requested materials to you, respond to your questions or deliver a product or service.

When you (at your physician’s or facility’s request) or your physician registers for ePreop services, we ask you for personal information. We combine the information you submit under your patient preoperative request and information from other ePreop sources (such as EMR service provider patient records or physician or other third party provided records, such as Google Health), in order to improve the quality of our ePreop recommendations to your physician and provide better physician support services.

ePreop processes personal information on our servers located in the United States of America. At ePreop’s discretion we may begin to process and store personal information on a server outside the United States of America.

If patient declines or fails to submit accurate personal information to any of our services, ePreop may not be able to fully provide our services to said patient and cannot be held responsible for any errors in the services and recommendations made through the program.

E-Mail and Asking Questions

Any online health services and health information is not intended as a substitute for direct information from a trained medical professional.
You should always consult directly with your medical professional for diagnosis and treatment of any specific health problems or immediate health concerns. The information on our website is not medical advice, but is intended merely to be a preoperative aid to physicians.

Cookies

When you visit ePreop, we send one or more cookies – a small file containing a string of characters – to your computer that uniquely identifies your browser. We use cookies to improve the quality of our service by storing user preferences and tracking user trends, such as how you access the ePreop network. We may set a cookie in your browser when you visit our website and view or utilize our services.
Log information

When individuals or physicians access ePreop services, our servers automatically record and retain information that is automatically sent to our browser whenever you visit our website. The information retained on our servers may include but is not limited to the following information: any web requests, Internet Protocol address, browser type, browser language, the date and time of your request, information or patient records requested and one or more cookies that may uniquely identify your browser.

User communications

When you send email or other communications to ePreop, at our discretion, we may retain those communications in order to process your inquiries, respond to your requests and improve our services. The length of period said communication is retained shall be determined by ePreop, in accordance with state and federal regulations and laws.

Affiliated sites

Our preoperative services may be offered in connection with other web sites. Personal information that patients and treating physicians provide to those sites may be sent to ePreop in order to deliver the services defined in our site. We process such information in accordance with our Privacy Policy. The affiliated sites may have different privacy practices and we encourage you to read their privacy policies.

Links

The links on our site may be maintained in a way that enables us to keep track of whether these links have been used to visit the linked sites. This information may be used to improve the quality of our search technology and customize content.

Other sites

This Privacy Policy applies to ePreop services only. We do not exercise control over the sites displayed as search results or links from within our various services. These other sites may place their own cookies or other files on your computer, collect data or solicit personal information from you, as always we recommend that you review the Privacy Policy of any website you visit.

SHARING OF NON-PERSONAL INFORMATION

We require your opt-in consent for the sharing of your sensitive personal information. We may share certain non-personal information without further notice to third parties, such as the number of users who have been serviced by the site, searched for information on the site, or how many users linked to a particular advertisement. Such information does not identify you individually and contains no personal information.
Information security and online payment

We are dedicated to providing industry standard security measures to protect against unauthorized access to, alteration, disclosure or destruction of data. We perform internal reviews of our data collection, storage and processing practices. Review of our security measures includes physical security measures to guard against unauthorized access to systems wherever your personal data is maintained. All information is retained on a password protected server with firewall protection and reasonable, industry standard encryption protection.

Our company policy restricts access to your personal data to ePreop employees, contractors and agents, who need access to the information in order to operate, develop or improve our services. These individuals are required to adhere to ePreop’s confidentiality policies and may be subject to discipline, including termination and criminal prosecution, if they fail to meet their duties and obligations as defined within our policies and procedures.

Paying for services over the Internet requires you to provide your personal identifying information and credit card information to the web site. We employ a number of practices to ensure the safety of your credit card transaction.

Access and maintaining current personal information

When you or your physician uses ePreop services, we make reasonable efforts to provide you and your physician with access to your personal information allowing you to update or correct the stored data if it is not an accurate record of your current, personal healthcare information. We require users to identify themselves and the information requested to be accessed, updated or corrected before processing such requests. We may decline to process requests that are unreasonably repetitive or systematic, require disproportionate technical effort, jeopardize the privacy of or service provided to others, or would be impractical, or for which access is not otherwise required. In any case where we provide information access and correction, we perform this service free of charge, except if doing so would require a disproportionate effort. Some of our services have different procedures to access, update or correct user’s personal information. Physician access to patient records may be provided by different means, however, the privacy of the patient’s personal data shall be maintained in accordance with our procedures and policies as well as all applicable state and federal laws.

If at any point you desire to permanently delete your information from our system, please contact the address below. To the extent necessary to meet any immediate legitimate business purpose, as well as, state or federal regulations and laws, ePreop reserves the right to backup said information for a short, limited period of time.
Complaint Procedure

ePreop routinely reviews its compliance with this Privacy Policy to insure the personal data is being protected in accordance with industry standards and applicable laws. Please feel free to direct any questions or concerns regarding this Privacy Policy or ePreop’s treatment of personal data by contacting us through this web site or by writing to us at

Privacy Matters
c/o ePreop, Inc.
909 Electric Ave
Suite 202
Seal Beach, CA 90740

If you have any comments or concerns, it is our policy to respond to written complaints by contacting the complainant at the contact information included in their written complaint. Further, it is our policy to cooperate with the complaint procedures of any appropriate regulatory authorities, including local data protection authorities attempting to resolve proper complaints regarding the management of personal data that cannot be resolved between ePreop and the user.