



HOLISTIC CONCIERGE CARE

Notice of privacy practices

THIS NOTICE DESCRIBES HOW MEDICAL INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION. PLEASE REVIEW IT CAREFULLY.

Legal duty and compliance framework

Holistic Concierge Nursing LLC, doing business as Holistic Concierge Care, is required by law to maintain the privacy of protected health information and to provide individuals with notice of its legal duties and privacy practices. This privacy policy establishes the protocols for collecting, utilizing, disclosing, and safeguarding information during the provision of in-home nursing care and concierge health services within Pennsylvania and Florida. The agency adheres to the Health Insurance Portability and Accountability Act of 1996, the HITECH Act, and applicable state regulations governing healthcare privacy.

Information collection parameters

The agency collects protected health information necessary to deliver safe and high-quality nursing care. This data encompasses medical histories, clinical diagnoses, active treatment plans, vital signs, medication records, and care documentation. Financial and administrative records including insurance details, billing information, and secure payment processing data are also obtained to facilitate operations. Personal identifiable information such as names, residential addresses, contact numbers, dates of birth, and emergency contacts are collected to ensure proper care coordination and communication. For digital interactions, the agency may automatically log IP addresses, browser types, device identifiers, and usage analytics. Information concerning minors is managed in strict compliance with federal regulations and parental consent requirements.

Information utilization and disclosure

Holistic Concierge Care uses the collected information strictly to provide in-home nursing care, coordinate health services, process financial transactions, and maintain quality assurance. Protected health information is never sold. The agency is permitted to share protected health information without explicit authorization for treatment coordination with other healthcare providers, payment processing, and internal healthcare operations. Disclosures are also made for public health reporting or when mandated by court orders and legal requirements. Any other utilization or disclosure of protected health information requires written authorization from the patient or their legally authorized representative. Furthermore, information may be shared with compliant business associates who assist with electronic health records, secure communications, and administrative services, provided they have executed formal agreements ensuring regulatory compliance.

Data security and state regulations

Administrative, physical, and technical safeguards are implemented to protect all sensitive data. These security measures include encrypted electronic records, secure mobile documentation systems, strict access controls, staff training, and established incident response protocols. The agency complies with the Pennsylvania Breach of Personal Information Notification Act, Pennsylvania medical confidentiality laws, the Florida Information Protection Act, and Florida healthcare confidentiality statutes. Both jurisdictions require prompt notification if a data breach involving personal information occurs. Records are retained for 5 to 7 years in accordance with state medical record retention laws and professional nursing regulations.

Patient rights and complaint procedures

Individuals possess specific rights regarding their protected health information. Patients may request access to their medical records, seek corrections or amendments to documented information, and request restrictions on certain disclosures. Additional rights include obtaining an accounting of disclosures, requesting confidential communications, and receiving paper or electronic copies of records. If an individual believes their privacy rights have been violated, they may file a formal complaint. Internal complaints or inquiries regarding this privacy policy should be directed to the designated privacy officer at info@hccinhome.com. Individuals also retain the right to file a formal complaint with the Secretary of the United States Department of Health and Human Services.