

Dallas Arthritis Privacy Policy

Effective Date: 8/15/2024

Introduction

Dallas Arthritis is committed to protecting the privacy and security of our patients' personal information. This Privacy Policy outlines how we collect, use, disclose, and safeguard your information when you receive services from our practice, including through SMS (text message) communication.

Information We Collect

We may collect and use the following types of information:

1. **Personal Information:** This includes your name, address, phone number, email address, date of birth, and any other identifying information.
2. **Health Information:** As part of your care, we collect medical history, treatment plans, prescriptions, and other health-related information.
3. **Communication Information:** If you opt to receive SMS communications, we may collect your mobile phone number and any information exchanged via SMS.

How We Use Your Information

The information we collect is used to:

1. **Provide Medical Care:** We use your personal and health information to deliver medical services and care.
2. **Communicate with You:** We may use your information to send appointment reminders, health-related notifications, and other practice-related communications via SMS or other channels.
3. **Billing and Payment:** We use your information to process payments for services rendered.
4. **Legal Compliance:** We may use your information to comply with applicable laws, regulations, and legal obligations.

SMS Communication

1. **Consent:** By providing your mobile phone number and opting in, you consent to receive SMS communications from Dallas Arthritis Center. You may opt out at any time by replying "STOP".
2. **Types of Messages:** SMS communications may include appointment reminders, health-related information, practice updates, and billing reminders.
3. **Privacy and Security:** While we strive to protect your information, please note that SMS communications may not be fully secure. We recommend discussing sensitive medical information during in-person visits or through secure methods.

Disclosure of Your Information

We do not sell, trade, or otherwise transfer your personal information to outside parties except in the following circumstances:

1. **With Your Consent:** We may share your information with third parties if you provide explicit consent.
2. **For Treatment, Payment, and Healthcare Operations:** We may share your information with other healthcare providers, insurance companies, or business associates as necessary for your care, billing, and practice operations.
3. **As Required by Law:** We may disclose your information when required by law, such as in response to a court order, subpoena, or other legal process.

Your Rights

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

1. **Access:** You may request access to your health records.
2. **Correction:** You may request corrections to your information if you believe it is inaccurate.
3. **Opt-Out:** You may opt out of SMS communications at any time by replying "STOP".
4. **Complaints:** If you believe your privacy rights have been violated, you can file a complaint with us or with the U.S. Department of Health and Human Services.

Contact Us

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

Dallas Arthritis Center
221 W. Colorado Boulevard
Methodist Dallas Medical Center
Pavilion II, Suite 740
Dallas, TX 75208
214-941-0198
dac@dallasarthritiscenter.com

Changes to This Policy

We may update this Privacy Policy from time to time to reflect changes in our practices, technology, or legal requirements. We will notify you of any material changes by posting the updated policy on our website and/or through direct communication.