

## **Patient Sortal LLC – Privacy Policy**

Patient Sortal LLC (“Patient Sortal”) is Healthcare Data Management Company that assists individuals, healthcare professionals, business, and other organizations in the management of protected health information (PHI). In order to assist individuals in the management of their PHI, Patient Sortal assists individuals in the collection, maintenance, and transmission of all of their health information as directed by the individual. Patient Sortal acknowledges the sensitive and private nature of PHI, and believes that securing and maintaining the confidentiality of this information is vital to Patient Sortal’s operations and its relationship with its clients. Although Patient Sortal strives to assure confidentiality, as set forth herein, Patient Sortal cannot guarantee that it will prevent every unauthorized use or disclosure of a client’s information. To achieve Patient’s Sortal’s goal to empower clients to manage and organize their health care information in order to make informed health care decisions, it is Patient Sortal’s commitment to maintain the privacy of its clients’ health information and to use and share such information only as directed by the client.

This Privacy Policy explains how Patient Sortal collects information from its clients and their health care providers and how Patient Sortal uses that information subject to the clients’ directions.

### **The Information**

Patient Sortal obtains medical records at a client’s direction pursuant to that client’s individual right of access to that information under applicable Federal law. That right of access allows the client to direct his/her healthcare providers to send information in the format requested (if the health care provider can produce it in that format) directly to Patient Sortal. This information will include all medical records, including, but not limited to, medical history, diagnoses, services provided, imaging and laboratory results, and the plan of care. It will also include demographic data, such as name, date of birth, address, and social security number.

Patient Sortal cannot guarantee that the information sent to Patient Sortal by a health care provider will be complete and accurate. It is the clients’ obligation to review the medical records created by their health care providers to ensure that the information is accurate and up-to-date. If the client identifies an issue with his or her information, the client has the right to address that issue with his or her health care provider.

### **Security of Transmission of Information to Patient Sortal**

Generally, Patient Sortal requests that a client’s health care provider work with Patient Sortal team members to set up best practices for sharing PHI with Patient Sortal and how to correctly obtain information from Patient Sortal. Processes vary for each client as safety and security standards are implemented before PHI is transferred between clients and Patient Sortal.

### **Storage of Information**

When information is transmitted to Patient Sortal, it is stored under a client specific file in Patient Sortal's cloud based, Blockchain backed, encrypted database. Only Patient Sortal has access to the database.

### Transmission of Information

Any information managed on behalf of a client will be accessible with appropriate levels of security to ensure each care provider and client have necessary access to only pertinent information. Other access is available to the client upon request if it follows Patient Sortal's security and protection standards. Instead of sending several requests to various health care providers and then organizing the information, clients are able to direct health care providers to send the records on an ongoing basis directly to Patient Sortal to store and organize for the client. In addition, Patient Sortal is able to transmit necessary health information between the client's health care providers, so each provider can obtain the information it needs to treat the client on a continuing basis. During transmission and storage, all PHI under Patient Sortal's control is encrypted and unobtainable at all times by outside agencies and individuals without the proper right to the information. We manage our client's information throughout the duration of their contract or with parameters of each contract.

Patient Sortal will not transmit/disclose your information to any third party without your consent except as required by law.

### Client Rights

It is important to note that the information that Patient Sortal receives and stores on behalf of clients belongs to the clients. Clients have the right to deny any or all information from being shared with Patient Sortal and the right to deny Patient Sortal from disclosing any or all information to identified third parties. Clients have the right to revoke consent previously given to Patient Sortal to disclose information to a third party, but such revocation of consent shall be applicable seventy-two hours after Patient Sortal receives notice that a client has revoked the consent to disclose. Clients have the right to request, in writing, all or any portion of their health information stored by Patient Sortal at any time. Patient Sortal will respond to client requests for information within thirty days of the request. Clients have the right to request that Patient Sortal discontinue Patient Sortal's ability to receive information from the clients' health care providers pursuant to the clients' right of access, to end services with patient Sortal, and to receive a copy of all of the health information in their Partial Sortal file. At the time of termination of services, the client's Patient Sortal file will be securely deleted from Patient Sortal's database and Patient Sortal will no longer have access to any of the information.

Patient Sortal will only receive, manage, and transmit the health information of a child with the consent of a parent or other authorized legal representative.