

CoVA Care, PLLC

2601 Colley Ave, Suite 2A, Norfolk, VA 23517 | covacareva.com
Telehealth services available across Virginia and New York

Notice of Privacy Practices

For CoVA Care, PLLC – Telehealth Services

Effective Date: February 1, 2026 | Last Updated: July 1, 2026

This Notice describes how your medical information may be used and disclosed, and how you can access this information. Please review it carefully.

Our Commitment to Your Privacy

Your health information is protected by the Health Insurance Portability and Accountability Act (HIPAA). As a virtual/telehealth practice, we use secure technology to protect your information during online visits, messaging, and electronic communication. We are committed to safeguarding your privacy and ensuring you understand your rights.

Your Rights

You have the right to:

1. Access Your Medical Records

You may request to view or obtain a copy of your health information, including telehealth visit notes, test results, and billing records.

2. Request Corrections

If you believe your information is incorrect or incomplete, you may request an amendment.

3. Request Confidential Communications

You may ask us to contact you in a specific way (e.g., email only, phone only) or at a specific location.

4. Request Restrictions

You may request limits on how your information is used or shared. While we will consider your request, we are not required to agree to all restrictions.

5. Receive a List of Disclosures

You may request a list of certain disclosures we have made of your health information.

6. Receive a Paper or Electronic Copy of This Notice

You may request this Notice at any time.

7. File a Complaint

If you believe your privacy rights have been violated, you may file a complaint with us or with the U.S. Department of Health and Human Services. You will not be penalized for filing a complaint.

Our Responsibilities

We are required to:

- Maintain the privacy and security of your protected health information (PHI).
- Notify you promptly if a breach occurs that may have compromised your information.
- Follow the duties and privacy practices described in this Notice.
- Provide you with a copy of this Notice.

We may update this Notice at any time. The updated version will apply to all PHI we maintain.

How We Use and Disclose Your Information

For Treatment

We use your information to provide telehealth services, coordinate care, and communicate with other healthcare providers involved in your treatment.

For Payment

We may use and share your information to bill and receive payment from health plans or other entities.

For Healthcare Operations

We may use your information to improve our services, conduct quality assessments, train staff, and manage our practice.

Other Uses and Disclosures Allowed by Law

We may share your information without your authorization in situations such as:

- Public health reporting
- Reporting abuse, neglect, or domestic violence
- Health oversight activities
- Legal proceedings or law enforcement requests
- Preventing or reducing a serious threat to health or safety
- Workers' compensation claims
- Specialized government functions (e.g., military, national security)

Uses and Disclosures Requiring Your Authorization

We will obtain your written permission before:

- Using your information for marketing
- Sharing psychotherapy notes (if applicable)
- Selling your health information
- Any other use or disclosure not described in this Notice

You may revoke your authorization at any time in writing.

Telehealth-Specific Privacy Practices

Secure Technology

We use HIPAA-compliant platforms for video visits, messaging, and electronic document exchange.

Electronic Communication

You may choose to communicate with us via email, text message, or the patient portal. While we take steps to secure these communications, no electronic method is completely risk-free.

Location Privacy

We do not record telehealth sessions unless required for clinical or legal reasons and only with your written consent.

Third-Party Technology

Some telehealth tools may involve third-party vendors who are bound by Business Associate Agreements (BAAs) to protect your information.

Contact Information

If you have questions about this Notice or wish to exercise your rights, contact:

CoVA Care, PLLC

Privacy Officer: Vilma Corbin, Practice Manager

Email: info@covavareva.com

Address: 2601 Colley Ave, Suite 2a, Norfolk, VA 23517