

Notice of Privacy Practices For CoVA Care, PLLC – Telehealth Services

Effective Date: 2/1/2026 **Updated:** 8/27/2026

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, health oversight activities, legal proceedings, preventing serious threats to health or safety, workers' compensation claims, and specialized government functions.

Uses and Disclosures Requiring Your Authorization:

We will obtain your written permission before using your information for marketing, sharing psychotherapy notes, selling your health information, or any other use not described in this Notice. You may revoke your authorization at any time in writing.

Telehealth & Mobile Messaging Privacy Practices

- **Secure Technology:** We use HIPAA-compliant platforms for video visits, messaging, and electronic document exchange.
- **SMS & Text Messaging Privacy:** No mobile information will be shared with third parties or affiliates for marketing or promotional purposes. All the above categories exclude text messaging originator opt-in data and consent; this information will not be shared, rented, or sold to any third parties.
- **Opt-Out & Text Support:** You may opt out of receiving text communications from us at any time by replying **STOP** to any message. For assistance with text messaging, reply **HELP** or contact our office.
- **Electronic Communication:** You may choose to communicate with us via email 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: vcorbin@covavirtualcare.com

Address: 2601 Colley Ave, Norfolk, VA 23517

