

Patient Privacy Policy



This document describes how we handle your information, including but not limited to your name, contact information, and Personal Health Information (PHI)

Please review it carefully and reach out with any questions. Your privacy and comfort are of utmost importance to us.

(a) SMS and Web Privacy Policy

Diabetes and Endocrine Health Consultant respect your privacy and is committed to protecting it through our compliance with this policy. This SMS and Web Policy dictates how we collect, handle, and utilize all personal information collected via this website and used via an SMS Service, which we make available through a third-party service provider.

Please read this policy carefully to understand our policies and practices regarding your information and how we will treat it. By using the SMS Service, you agree to the terms of this Policy. This policy may change from time to time, and your continued use of the SMS Service constitutes acceptance of those changes.

If you choose, you can opt-in to receiving text messages and email alerts from Diabetes and Endocrine Health Consultant, including but not limited to appointment reminders, notifications on unpaid bills, and test results. By providing your phone number/email, you agree to receive these messages. Standard message and data rates may apply, and you should check with your mobile carrier for applicable rates.

Text messages are distributed via third-party mobile network providers. We cannot control certain factors related to message delivery. Depending on the mobile carrier, it may not always be possible to successfully transmit the text message to the recipient; nor is content available on all carriers. We do not guarantee the availability or performance of this service, including any liability for transmission delays or message failures. Message rate/frequency may vary as well.

Diabetes and Endocrine Health Consultant will only send messages related to your care with us. We will never send promotional messages, advertisements, or 3rd party messages. If you have any concerns, please reach out to us and we will address the situation. Your personal information will be stored securely with HIPPA-level encryption and only accessed by members of the Diabetes and Endocrine Health Consultant as deemed necessary.

If you no longer wish to receive text message alerts regarding your appointments, you can opt-out by texting STOP to the SMS number or you can contact us directly at the number listed at the bottom of this webpage.

(b) Personal Health Information

We will use and disclose your protected health information about you for treatment, payment, and health care operations. The description below are not meant to be exhaustive but comprise of common usage and sharing of your health information.

We will disclose your person health information for treatment and health service purposes. This includes sharing information with other physicians that may be treating you. Only the minimum amount

of information necessary will be shared and all conversations will occur with security of your health information in mind. If you are interested in what medical professionals or organizations we have shared your information with, please ask.

Your protected health information will be used, as needed, to obtain payment for your health care services. This may include certain activities that your health insurance plan may undertake before it approves or pays for the health care services we recommend for you, such as: making a determination of eligibility or coverage for insurance benefits, reviewing services provided to you for protected health necessity, and undertaking utilization review activities.

We will share your protected health information with third party "business associates" that perform various activities (e.g., billing, payment services, communication systems) for the practice. Whenever an arrangement between our office and a business associate involves the use or disclosure of your protected health information, we will have a written contract that contains terms that will protect the privacy of your protected health information.

Public Health and Safety: We may disclose your protected health information to the extent necessary to avert a serious and imminent threat to your health or safety, or the health or safety of others. We may disclose your protected health information to a government agency authorized to oversee the health care system or government programs or its contractors, and to public health authorities for public health purposes.

Health Oversight: We may disclose protected health information to a health oversight agency for activities authorized by law, such as audits, investigations and inspections. Oversight agencies seeking this information include government agencies that oversee the health care system, government benefit programs, other government regulatory programs and civil rights laws.

Abuse or Neglect: We may disclose your protected health information to a public health authority that is authorized by law to receive reports of child abuse or neglect. In addition, we may disclose your protected health information if we believe that you have been a victim of abuse, neglect or domestic violence to the governmental entity or agency authorized to receive such information. In this case, the disclosure will be made consistent with the requirements of applicable federal and state laws.

Food and Drug Administration: We may disclose your protected health information to a person or company required by the Food and Drug Administration to report adverse events, product defects or problems, biologic product deviations; to track products; to enable product recalls; to make repairs or replacements; or to conduct post marketing surveillance, as required.

Criminal Activity: Consistent with applicable federal and state laws, we may disclose your protected health information, if we believe that the use or disclosure is necessary to prevent or lessen a serious and imminent threat to the health or safety of a person or the public. We may also disclose protected health information if it is necessary for law enforcement authorities to identify or apprehend an individual.

Required by Law: We may use or disclose your protected health information when we are required to do so by law. For example, we must disclose your protected health information to the U.S. Department of Health and Human Services upon request for purposes of determining whether we are in compliance with federal privacy laws. We may disclose your protected health information when authorized by workers' compensation or similar laws.

Process and Proceedings: We may disclose your protected health information in response to a court or administrative order, subpoena, discovery request or other lawful process, under certain circumstances. Under limited circumstances, such as a court order, warrant or grand jury subpoena, we may disclose your protected health information to law enforcement officials.

Law Enforcement: We may disclose limited information to a law enforcement official concerning the protected health information of a suspect, fugitive, material witness, crime victim or missing person. We may disclose the protected health information of an inmate or other person in lawful custody to a law enforcement official or correctional institution under certain circumstances. We may disclose protected health information where necessary to assist law enforcement officials to capture an individual who has admitted to participation in a crime or has escaped from lawful custody.

(c) Questions and Concerns

Your privacy and comfortability are always our topmost priority. If you have any questions about your rights or access to your records, you will need to reach out to the office for an inquiry. Certain records may require a charge associated with collecting and sharing the information. If you want more information about our privacy practices or have questions or concerns, please contact us using the information below.

Contact: Viral J Shah M.D

690 Kinderkamack Road, Suite 201

Oradell, NJ 07649

Phone: 201-483-7362