

Privacy Policy and Notice of Privacy Practices

Mountain State Diabetes, PLLC

Effective Date: 1/1/2026

Last Updated: 6/1/2026

This Privacy Policy and Notice of Privacy Practices describes how Mountain State Diabetes, PLLC may use and disclose your medical information, how you can access this information, and how we protect information collected through our website, communications systems, patient forms, appointment requests, and related services.

Please review this notice carefully.

Mountain State Diabetes, PLLC is committed to protecting the privacy and security of your personal information and protected health information. This notice applies to Mountain State Diabetes, PLLC, its providers, employees, workforce members, contractors, business associates, website, office locations, and any services operated on behalf of the practice.

Who This Notice Applies To

This notice applies to information collected, used, maintained, or disclosed by Mountain State Diabetes, PLLC in connection with healthcare services, including diabetes management, appointment scheduling, patient communications, billing, payment processing, care coordination, and general practice operations.

This notice applies to information collected:

- In person at our office
- Over the phone
- By mail, email, text message, voicemail, or other communications
- Through our website
- Through online appointment request forms
- Through patient communication platforms, including Weave, if used by our practice
- Through billing, payment, insurance, and patient account systems
- From other healthcare providers, laboratories, pharmacies, hospitals, health plans, caregivers, or authorized representatives

Information We May Collect About You

In the ordinary course of providing healthcare services, we may collect information such as:

- Your name, address, phone number, email address, and other contact information
- Date of birth, demographic information, and patient identifiers
- Medical history and health conditions, including information related to diabetes care
- Information about medications, allergies, labs, testing, treatment plans, referrals, and clinical care
- Insurance information, billing information, and payment information
- Information provided by you through appointment request forms or website contact forms
- Communications you send to us by phone, voicemail, email, text message, online form, or other methods
- Information from referring providers, laboratories, pharmacies, hospitals, specialists, or other members of your care team
- Information needed for treatment, payment, healthcare operations, legal compliance, and patient support

Information that identifies you and relates to your past, present, or future physical or mental health, healthcare services, or payment for healthcare services may be protected health information, or PHI, under HIPAA.

Website and Online Appointment Requests

Our website may allow you to request an appointment or contact our office by submitting information such as your name, phone number, email address, and the date or reason you would like to be seen.

Please do not use the website or online forms for emergencies or urgent medical concerns. If you are experiencing a medical emergency, call 911 or go to the nearest emergency room.

Because online forms may ask for or receive health-related information, please limit the information you submit to what is reasonably necessary for our office to respond to your request. By submitting an online form, you understand that we may use the information you provide to contact you, respond to your request, schedule an appointment, verify information, or support your care.

How We May Use and Disclose Your Information

HIPAA allows us to use and disclose your protected health information for treatment, payment, and healthcare operations without obtaining your written authorization, except where authorization is required by law.

Treatment

We may use and disclose your health information to provide, coordinate, or manage your care.

For example, we may use your medical history, diabetes-related information, lab results, medication information, or treatment plan to evaluate your condition and provide care. We may share information with other healthcare providers involved in your care, such as primary care providers, specialists, laboratories, pharmacies, hospitals, imaging providers, or other members of your care team.

Payment

We may use and disclose your health information to bill for services and collect payment from you, your insurance company, health plan, or another responsible party.

For example, we may disclose information to your health plan to confirm eligibility, obtain prior authorization, submit claims, respond to payment questions, process patient balances, or collect amounts owed.

Healthcare Operations

We may use and disclose your health information for our general healthcare operations.

For example, we may use your information for quality assurance, staff training, compliance, audits, credentialing, licensing, business management, customer service, technology support, legal services, accounting, billing review, and improving the services we provide.

Patient Communications, Text Messages, Calls, and Weave

Mountain State Diabetes, PLLC may contact you by phone, voicemail, email, text message, patient communication platform, or mail for purposes related to your care and our operations. These communications may include:

- Appointment reminders
- Scheduling or rescheduling messages
- Follow-up communications

- Billing or payment reminders
- Text-to-pay or online payment links
- Care-related notifications
- Requests to contact our office
- Patient satisfaction or service-related communications
- Other healthcare operations communications

We may use third-party service providers, including Weave, to support patient communications, phone systems, appointment reminders, text messaging, online scheduling, payment reminders, text-to-pay, call management, voicemail, and related services.

When a service provider creates, receives, maintains, or transmits protected health information on our behalf, we require the provider to comply with applicable HIPAA requirements and, where required, enter into a Business Associate Agreement.

Text messaging and email may involve risks, including the possibility that messages could be viewed by someone with access to your phone, email account, or device. By providing your phone number or email address, you authorize us to contact you using those methods for treatment, payment, and healthcare operations unless you ask us not to.

You may ask us not to contact you by a particular method or at a particular number or address. We will make reasonable efforts to accommodate reasonable requests.

If we send text messages, you may be able to opt out of non-emergency text messages by replying STOP or by contacting our office. Opting out of text messages may affect our ability to send appointment reminders, billing reminders, or other convenient communications, but it will not affect your ability to receive care.

We will not sell your protected health information. We will not use your protected health information for marketing purposes where HIPAA requires your written authorization unless you have given such authorization.

Payment Processing

We may use third-party payment processors or patient communication platforms to collect payments, send payment links, process card payments, support text-to-pay, or manage billing communications.

Payment information may be handled by third-party processors that are required to maintain appropriate safeguards. We do not intend for patients to send full credit card numbers, banking information, or other highly sensitive payment information by unsecured email or general website contact forms.

Business Associates

We may disclose protected health information to business associates that perform services for us or on our behalf. These may include vendors that support:

- Patient communications
- Appointment reminders
- Phone and voicemail systems
- Text messaging
- Billing and payment processing
- Electronic health records
- IT support
- Data storage
- Compliance services
- Accounting, legal, or consulting services
- Website hosting or form processing, if those services involve protected health information

Business associates are required to protect your information and may use or disclose protected health information only as permitted by their agreement with us and applicable law.

Other Uses and Disclosures Permitted or Required by Law

We may use or disclose your protected health information without your written authorization when permitted or required by law, including for the following purposes:

Required by Law

We may disclose information when federal, state, or local law requires us to do so.

Public Health Activities

We may disclose information to public health authorities for activities such as preventing or controlling disease, reporting certain conditions, responding to public health investigations, or as otherwise required or authorized by law.

Health Oversight Activities

We may disclose information to health oversight agencies for audits, investigations, inspections, licensure, disciplinary actions, or other oversight activities authorized by law.

Abuse, Neglect, or Domestic Violence

We may disclose information to appropriate authorities if we reasonably believe a patient may be a victim of abuse, neglect, or domestic violence, or when otherwise required or authorized by law.

Legal Proceedings

We may disclose information in response to a court order, subpoena, discovery request, administrative proceeding, or other lawful process, subject to applicable legal requirements.

Law Enforcement

We may disclose information for law enforcement purposes when permitted or required by law.

Coroners, Medical Examiners, and Funeral Directors

We may disclose information to coroners, medical examiners, or funeral directors as necessary for them to perform their duties.

Organ and Tissue Donation

If applicable, we may disclose information to organizations involved in organ, eye, or tissue donation and transplantation.

Research

We may use or disclose information for research only when permitted by law, such as with your authorization, with approval from an institutional review board or privacy board, or when otherwise allowed under HIPAA.

Serious Threat to Health or Safety

We may disclose information if necessary to prevent or lessen a serious and imminent threat to your health or safety or the health or safety of another person.

Workers' Compensation

We may disclose information as authorized by and to the extent necessary to comply with workers' compensation or similar laws.

Military, National Security, and Protective Services

We may disclose information for certain specialized government functions, including military, national security, protective services, and correctional institution purposes, when permitted or required by law.

Uses and Disclosures Requiring Written Authorization

We will obtain your written authorization before using or disclosing your protected health information for purposes not described in this notice when authorization is required by law.

Written authorization is generally required for:

- Most uses and disclosures of psychotherapy notes, if any
- Uses and disclosures of PHI for marketing when authorization is required by HIPAA
- Sale of protected health information
- Other uses and disclosures not permitted by HIPAA without authorization

If you give us written authorization, you may revoke it in writing at any time. Your revocation will not affect any use or disclosure we made in reliance on your authorization before receiving your written revocation.

Your Rights Regarding Your Health Information

You have certain rights regarding your protected health information.

Right to Request Restrictions

You may ask us to restrict certain uses or disclosures of your health information for treatment, payment, or healthcare operations. We are not required to agree to all requested restrictions, except where required by law.

If you pay for a healthcare item or service in full out of pocket and ask us not to disclose information about that item or service to your health plan for payment or healthcare operations, we will honor that request unless disclosure is required by law.

Right to Request Confidential Communications

You may ask us to contact you in a specific way or at a specific location. For example, you may ask us to contact you only at a certain phone number or mailing address. We will accommodate reasonable requests.

Right to Access Your Records

You have the right to inspect or receive a copy of certain medical and billing records we maintain about you. Requests must be made in writing. We may charge a reasonable, cost-based fee as permitted by law.

In some limited circumstances, we may deny access to certain records. If we deny your request, we will tell you why in writing and explain whether you have a right to have the denial reviewed.

Right to Request an Amendment

If you believe information in your record is incorrect or incomplete, you may request that we amend the information. Requests must be made in writing and must explain the reason for the request.

We may deny your request in certain circumstances, such as when the information is accurate and complete or was not created by us. If we deny your request, we will provide an explanation in writing.

Right to an Accounting of Disclosures

You have the right to request a list of certain disclosures we have made of your protected health information. This list will not include disclosures made for treatment, payment, healthcare operations, disclosures made to you, disclosures made with your authorization, or certain other disclosures excluded by law.

Right to a Paper Copy of This Notice

You have the right to receive a paper copy of this notice at any time, even if you have agreed to receive it electronically.

Right to Notice of a Breach

You have the right to be notified if we discover a breach of unsecured protected health information involving your information, as required by law.

Our Responsibilities

Mountain State Diabetes, PLLC is required by law to:

- Maintain the privacy and security of your protected health information

- Provide you with this notice of our legal duties and privacy practices
- Follow the terms of the notice currently in effect
- Notify affected individuals following a breach of unsecured protected health information, as required by law
- Not use or disclose your information other than as described in this notice or as permitted or required by law

Website Analytics, Cookies, and Technical Information

Our website may collect certain technical information automatically, such as IP address, browser type, device information, pages visited, time spent on the site, and referring website. This information may be used to maintain website security, evaluate website performance, improve user experience, and understand general website traffic.

If our website uses cookies or similar technologies, those tools may help the website function properly, remember preferences, measure traffic, or improve performance. You may be able to disable cookies through your browser settings, but some parts of the website may not function properly.

We do not intend to use website tracking tools in a way that impermissibly discloses protected health information. If website tools, forms, hosting providers, analytics providers, or other vendors receive protected health information on our behalf, we will evaluate whether a Business Associate Agreement or other safeguards are required.

Third-Party Websites

Our website may contain links to third-party websites or services. We are not responsible for the privacy practices, security, or content of third-party websites that we do not control. You should review the privacy policies of any third-party websites you visit.

Email and General Online Communications

General email and website contact forms may not be fully secure methods of communication. Please do not submit urgent medical concerns, highly sensitive information, or emergency requests through general email or website forms.

If you send us information by email, website form, or other electronic communication, we may use that information to respond to you and support your care, scheduling, billing, or other requests.

Minors and Personal Representatives

Parents, guardians, healthcare powers of attorney, and other legally authorized personal representatives may have rights to access or act on behalf of a patient as permitted by applicable law. We may take reasonable steps to verify the authority of a personal representative before disclosing information or allowing action on behalf of a patient.

Complaints

If you believe your privacy rights have been violated, you may file a complaint with Mountain State Diabetes, PLLC or with the U.S. Department of Health and Human Services Office for Civil Rights.

You will not be retaliated against for filing a complaint.

To file a complaint with our practice, please contact:

Mountain State Diabetes, PLLC

Attn: Privacy Officer

1900 Garfield Ave

Parkersburg, WV 26101

Phone: (877) 377-8427

Email: info@mountainstatediabetes.com

To file a complaint with the U.S. Department of Health and Human Services Office for Civil Rights, you may contact OCR through its official complaint process.

Contact for Questions or Requests

If you have questions about this notice, would like to exercise your privacy rights, or need a paper copy of this notice, please contact:

Mountain State Diabetes, PLLC

Attn: Privacy Officer

1900 Garfield Ave

Parkersburg, WV 26101

Phone: (877) 377-8427

Email: info@mountainstatediabetes.com

Changes to This Notice

We reserve the right to change this notice at any time. We reserve the right to make the revised notice effective for information we already have about you as well as information we receive in the future.

If we make a material change to this notice, the updated notice will be posted on our website and/or made available at our office. You may request a copy of the current notice at any time.