



Privacy Policy

DocMed EHR LLC Privacy Policy

Effective Date: August 3, 2025

DocMed EHR LLC is committed to protecting your privacy and the confidentiality of your health information. This Privacy Policy applies to all users of the DocMed EHR platform, including patients, providers, and staff accessing through web or mobile. It outlines our practices regarding the collection, use, storage, and disclosure of personal and health information under HIPAA, the HITECH Act, and applicable state laws.

Information We Collect

Protected Health Information (PHI)

- Vision and eye health records
- Medical history and examination results
- Treatment plans and prescriptions
- Diagnostic images and test results
- Insurance and billing information
- Appointment scheduling data

Personal Information

- Name, address, phone number, email
- Date of birth and demographic information
- Emergency contact information
- Payment and insurance details

Technical Information

- IP addresses and device information
- Usage patterns and system logs
- Cookies and tracking technologies

Legal Basis for Processing

We process information under HIPAA, HITECH, and applicable state privacy laws including the California Consumer Privacy Act (CCPA), if relevant.

How We Use Your Information

- Provide vision care services and maintain health records
- Facilitate communication between patients and providers
- Process appointments, billing, and insurance claims
- Improve our platform and user experience
- Ensure system security and prevent fraud
- Comply with legal and regulatory requirements

Information Sharing

- Healthcare Providers: For patient care
- Business Associates: Under HIPAA-compliant agreements
- Insurance Companies: For billing and coverage verification
- Legal Authorities: As required by law
- Emergency Situations: To protect health and safety



We do not sell your personal health information to third parties.

Your Privacy Rights

- Access and review your health records
- Request corrections to inaccurate information
- Obtain copies of your medical records
- Request restrictions on use or disclosure
- Choose your communication preferences
- File a privacy complaint

Patient Portal Use & Responsibilities

- Users are responsible for protecting their login credentials
- Portal should not be used for emergency communications
- DocMed is not responsible for the security of the users devices

Cookies and Analytics

We use cookies and tracking tools to enhance platform functionality. Disabling cookies may affect some features.

Third-Party Integrations

We integrate HIPAA-compliant third-party tools (e.g., labs, pharmacies) with BAAs in place.

Childrens Privacy

This platform is not intended for users under 13. If collected inadvertently, such data will be deleted promptly.

Data Security

- Encryption in transit and at rest
- Role-based access with multi-factor authentication
- Full audit logging and monitoring
- Regular security assessments
- Hosted on Microsoft Azure with enterprise-grade protections

Data Retention

We retain information as required by law and operational necessity, including medical record retention guidelines.

International Data Transfers

All data is stored and processed in Microsoft Azures US data centers. International users consent to this transfer.

Breach Notification

If a breach occurs, you will be notified within a reasonable time. We will offer support and remediation.

Policy Updates

We may update this policy periodically. The latest version will be available at our official website.

Contact Information

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