

## HIPAA Compliance Policy for ChatRx

### 1. Scope & Purpose

ChatRx is a telemedicine platform that connects users with licensed healthcare providers for remote diagnosis and treatment of select acute infections. As a **Covered Entity under HIPAA**, ChatRx is required to protect patient health information (PHI) and comply with federal privacy and security standards.

### 2. Patient Privacy & Data Protection

✔ **Collection & Use of PHI:** ChatRx collects PHI only for **treatment, payment, and healthcare operations (TPO)**. PHI is never used for marketing purposes without explicit patient consent.

✔ **Patient Rights:** Users have the right to **access, amend, and request restrictions** on their PHI, as well as request an accounting of disclosures.

✔ **Notice of Privacy Practices (NPP):** ChatRx provides users with a clear [NPP](#) outlining how their information is used and shared.

### 3. Security Safeguards

✔ **Encryption:** All PHI is encrypted both **in transit and at rest** using AES-256 encryption.

✔ **Access Control:** Access to PHI is restricted to authorized personnel using **role-based permissions and multi-factor authentication (MFA)**.

✔ **Audit Logging:** All system access and activity are logged and monitored for **unauthorized access and potential security breaches**.

### 4. Data Sharing & Business Associates

✔ **Business Associate Agreements (BAAs):** ChatRx requires BAAs with **third-party vendors** handling PHI.

✔ **State-Specific Compliance:** Telemedicine services comply with **state privacy laws** in addition to HIPAA regulations.

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## 5. Breach Notification & Incident Response

✔ **Breach Response Plan:** In the event of a PHI breach, ChatRx will notify affected individuals **within the HIPAA-mandated timeframes** and report incidents to the U.S. Department of Health and Human Services (HHS) as required.

✔ **Continuous Monitoring:** Security risks are actively assessed to prevent unauthorized disclosures.

📌 **For full details, read our [Privacy Policy](#).**

### Contact Information for HIPAA Compliance Inquiries

For questions or concerns regarding HIPAA compliance, contact our Data Protection Officer:

✉ **Email:** [trust@chatrx.md](mailto:trust@chatrx.md)

📬 **Mailing Address:** 328 S. Michigan Street

Plymouth, IN 46563

By using ChatRx and ChatMD, you acknowledge and agree to the terms outlined in these HIPAA Compliance Policies.