

TELEMEDICINE PRIVACY POLICY

Last Updated April 28, 2020

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Overview

Use of the terms “our,” “us” and “we” herein shall mean and refer to Tampa General Hospital. Use of the terms “you” and “your” herein shall mean and refer to you, the end-user who is utilizing the Telemedicine Services.

This Telemedicine Privacy Policy describes our policies regarding the collection, use, and disclosure of information about you in connection with your use of our services, including this website, all related software products, and the services described in the Telemedicine [Terms and Conditions of Service](#) (“Telemedicine Services”).

When you use the Telemedicine Services, you consent to our collection, use, and disclosure of information about you as described in this Privacy Policy.

If you do not agree with this Privacy Policy, do not use or access the Telemedicine Services for any purpose.

Information We Collect

We collect personal information to facilitate your use of the Telemedicine Services. “Personal information” means information that identifies or is reasonably capable of identifying an individual, directly or indirectly, and information that is being associated with an identified or reasonably identifiable individual.

Personal Information That We Collect Directly From You

Through your use of the Telemedicine Services, the following personally identifiable information may be collected. Please be advised that your Personal Health Information will be utilized by the Telemedicine Services. For more information about our management of your Personal Health Information, please visit the Joint Notice of Privacy Practice And Notice of Organized Health Care Arrangement, available at <https://www.tgh.org/sites/default/files/joint-notice-privacy-practices.pdf>.

Information actively collected through the Telemedicine Services includes:

Download of the Teladoc Mobile Application	In order to use the Telemedicine Services, you will be required to download the Teladoc mobile application to your Android or iOS device.
Profile Creation to Use the Telemedicine Services	<p>You will be prompted to create a profile with the Telemedicine Services. This profile will include the creation of the following:</p> <ul style="list-style-type: none"> • Username; and • Password.
Notifications Sent By the Telemedicine Services	<p>You will be prompted as to whether or not you want to opt in to receive notifications about your upcoming doctor visits through the Telemedicine Services. It is your choice as to whether or not you want to receive these text and email notifications, but should you choose to do so, you will have to provide the following information:</p> <ul style="list-style-type: none"> • Email address; and • Telephone number.
Requesting a Visit	Your requests for visits with a doctor through the Telemedicine Services will be stored within the mobile application and the Telemedicine Services.
Patient Information	<p>Your patient information will be accessed through your use of the Telemedicine Services. Please refer to the Telemedicine Terms and Conditions of Service and Joint Notice of Privacy Practice And Notice of Organized Health Care Arrangement for further information visit this website: https://www.tgh.org/sites/default/files/joint-notice-privacy-practices.pdf</p>
Patient Receiving the Telemedicine Services	You will be prompted to select which individual patient is receiving the Telemedicine Services. By selecting this individual, you are identifying that this individual is receiving the Telemedicine Services. This information will be stored within the mobile application and the Telemedicine Services.
Method of Doctor's Visit Through the Telemedicine Services	You will be prompted to select whether you want to receive your doctor's visit via a phone call or a

	video call. This selection will be stored within the mobile application and the Telemedicine Services.
Reason for Visit	You will be prompted to provide your reason for the doctor’s visit, which could include the provision of symptoms and related information (ex: persistent cough). This information will be stored within the mobile application and Telemedicine Services.
Upload of Pictures	You will be prompted to provide optional pictures to accompany your reason for the doctor’s visit. Any pictures that you upload will be stored in the mobile application and transmitted to the doctor for review.
Selection of Pharmacy	You will be given the option of selecting a pharmacy should the doctor you visit with prescribe medication. The following information will be provided and stored within the mobile application and Telemedicine Services: <ul style="list-style-type: none"> • Name of the pharmacy; • Address of the pharmacy; and • Phone number of the pharmacy.
Summary of Visit	Once your visit has been completed, you will receive a summary of your visit. This summary of your visit will include the following information: <ul style="list-style-type: none"> • Patient first name and last name; • Provider name; • State; • The date and time of your visit request; • The date and time of your actual scheduled visit; • The communication method you selected; • Information related to any medication that was prescribed during the visit; • The name, address, and phone number of the pharmacy fulfilling the prescription; and • Information related to any follow up or if further care is recommended by the doctor.

Survey (Optional)	An optional survey is provided after the visit. Any information you provide will be accessed and stored by the Telemedicine Services.
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We may collect the following categories of information from you in your use of the Telemedicine Services:

- IP Address;
- Operating System;
- Browser information, identifying the type of Internet browser you are using;
- Internet Service Provider;
- Geographic information;
- The type of device you are using to access the Telemedicine Services;
- Information pertaining to your mobile device, such as mobile device crash information;
- The location and language of the device;
- Components of your device, such as fingerprint or facial recognition sensors and features;
- Date and time of access of the Telemedicine Services;
- Features that were used during your access of the Telemedicine Services;
- The length of your use of the Telemedicine Services;
- The links you click and the pages you visit within the Telemedicine Services; and
- The pages you review before and after you leave the Telemedicine Services.

How We Use the Information We Collect

The Personal Information we collect and the practices described above are done in an effort to provide you with the best experience possible, protect you from risks related to improper use and fraud, and help us maintain and improve the Telemedicine Services. We may use your Personal Information to:

- **Provide you with the Telemedicine Services.** We use your Personal Information to provide you with the Telemedicine Services pursuant to the terms of our Telemedicine Terms and Conditions: [Terms and Conditions of Service](#).
- **Comply with legal and regulatory requirements.** We process your Personal Information as required by applicable laws and regulations.
- **Provide you with customer support.** We process your Personal Information anytime that you reach out to Customer Support with issues arising from your use of the Telemedicine Services.
- **Optimize and enhance the Telemedicine Services.** We use your Personal Information to understand how the Telemedicine Services are being used to help us improve the Telemedicine Services.

- **Other business purposes.** We may use your information for additional purposes if that purpose is disclosed to you before we collect the information or if we obtain your consent.
- **Health Information.** We collect and use your Personal Health Information in accordance with our Joint Notice of Privacy Practices and Notice of Organized Health Care Arrangement, available at the following website: <https://www.tgh.org/sites/default/files/joint-notice-privacy-practices.pdf>.

Cookies

When you access the Telemedicine Services, we make use of the standard practice of placing tiny data files called cookies, flash cookies, pixel tags, or other tracking tools (herein, “Cookies”) on your computer or other devices used to access the Telemedicine Services. We use Cookies to help us recognize you as a customer, collect information about your use of the Telemedicine Services to better customize our content for you, and collect information about your computer or other access devices.

The purposes for which we use Cookies in the Telemedicine Services include:

Purpose	Explanation
Web Analytics	Provide anonymous statistics on how our Service is used. Google Analytics is used to assist with web analytics, and their Privacy Policy is located at: https://policies.google.com/privacy?hl=en .
Error Management	Help improve the Telemedicine Services by measuring any errors that occur.

Please note that if you reject cookies, you will not be able to use some or all of the Telemedicine Services.

Children’s Privacy

The Telemedicine Services are intended for general audiences and are not directed to children under 13. We do not knowingly collect personal information from children under 13. If you become aware that a child has provided us with personal information without parental consent, please contact us at TGH Privacy Office, PO BOX 1289 Tampa, FL 33602 or privacy@tgh.org. If we become aware that a child under 13 has provided us with personal information without parental consent, we will take steps to remove such information and terminate the child’s account.

Security

No security is foolproof, and the Internet is an insecure medium. We cannot guarantee absolute security, but we work hard to protect us and you from unauthorized access to or unauthorized alteration, disclosure, or destruction of Personal Information that we collect and store.

Updates to This Privacy Policy

We may revise this Privacy Policy from time to time. The most current version of the Privacy Policy will govern our collection, use, and disclosure of information about you and will be located at this website.

If we make material changes to this Privacy Policy, we will notify you by email or by posting a notice on our website prior to or on the effective date of the changes. By continuing to access or use the Telemedicine Services after those changes become effective, you acknowledge the revised Privacy Policy.

Contact Information

If you have questions or concerns regarding this policy or our processing of your Personal Information, please feel free to contact us through the following:

Address: TGH Privacy Office, PO BOX 1289 Tampa, FL 33602

Email: privacy@tgh.org