

HIPAA Privacy Policy

Effective Date: May 20, 2025

VIVA Ketamine Infusion Center of Milwaukee is committed to protecting the privacy and security of your health information in accordance with the Health Insurance Portability and Accountability Act of 1996 (HIPAA). This policy describes how we may use and disclose your Protected Health Information (PHI), your rights regarding that information, and our legal obligations.

1. Our Commitment to Your Privacy

We are required by law to:

- Maintain the privacy of your PHI.
- Provide you with this Notice explaining our legal duties and privacy practices.
- Notify you if a breach occurs that may have compromised the privacy or security of your PHI.
- Follow the terms of this Notice.

2. How We May Use and Disclose Your PHI

We may use and disclose your PHI for the following purposes without additional authorization:

a. Treatment

To provide, coordinate, and manage your care and related services.

Example: Sharing information with other healthcare providers involved in your care.

b. Payment

To obtain payment for services provided to you.

Example: Sending billing information to your insurance company.

c. Healthcare Operations

For administrative, quality improvement, and training activities.

Example: Reviewing services to evaluate staff performance.

3. Other Uses and Disclosures Permitted or Required by Law

We may use or disclose your PHI without your authorization in situations such as:

- Public health reporting
- Reporting abuse, neglect, or domestic violence
- Health oversight activities
- Judicial or administrative proceedings
- Law enforcement purposes
- Serious threats to health or safety

4. Uses and Disclosures Requiring Your Written Authorization

We will obtain your written authorization for:

- Marketing communications (unless an exception applies)
- Sale of PHI
- Most uses or disclosures of psychotherapy notes
- Any other uses and disclosures not described in this Notice

You may revoke your authorization at any time in writing.

5. Your Rights Regarding Your PHI

You have the right to:

- Access and obtain copies of your PHI.
- Request amendments to your PHI if you believe it is incorrect or incomplete.
- Request restrictions on certain uses and disclosures (though we may not be required to agree).
- Request confidential communications (e.g., using a different address or phone number).
- Receive an accounting of certain disclosures we have made.
- Receive a paper copy of this Notice at any time.

To exercise any of these rights, please contact us using the information below.

6. Safeguards for Your Information

We maintain strict administrative, technical, and physical safeguards to protect your PHI from unauthorized access, use, or disclosure.

7. Changes to This Privacy Policy

We reserve the right to change this Notice at any time. Updated policies will be posted on our website and available at our office.

8. Contact Information

If you have questions about this Notice or believe your privacy rights have been violated, please contact:

VIVA Ketamine Infusion Center of Milwaukee
12625 W Burleigh Rd, Suite B
Brookfield, WI 53005
Phone: 262-999-8482

You may also file a complaint with the U.S. Department of Health & Human Services, Office for Civil Rights, without fear of retaliation.