

TupeloLife Home Telemonitoring Privacy Policy

TupeloLife Services, LLC ("TupeloLife") is a remote care management and monitoring healthcare technology provider. TupeloLife develops the Care@Home Telemonitoring Platform for its customers who are healthcare provider organizations using telehealth, remote patient monitoring, and general healthcare practices to support the healthcare needs of their patients. TupeloLife handles and stores all data provided by patients to healthcare providers in a secure and safe manner.

To use TupeloLife's Care@Home Telemonitoring, you must have a care plan with a healthcare provider who subscribes or has implemented TupeloLife Care@Home Telemonitoring as its remote patient monitoring system. The remote patient monitoring system is subject to your healthcare provider's privacy policy. Please contact your healthcare organization for any concerns or questions about their privacy and security policies.

Our Commitment to Privacy

The purpose of this Privacy Policy is to inform you about what limited information we collect about you and your health when you use TupeloLife's Care@Home Telemonitoring devices and the Clinician's Portal application. This policy explains how TupeloLife handles your privacy in relation to your care provider.

TupeloLife is committed to protect the confidentiality, integrity, and availability of your personal information which may be in form of Electronic Protected Health Information (ePHI). This obligation is taken very seriously and all measures are taken to keep your personal information protected according to the Health Insurance Portability and Accountability Act of 1996 (HIPAA) privacy and security rules.

About the Privacy Policy

The purpose of this Privacy Policy is to inform you about what limited information we collect about you and your health when you use TupeloLife's Care@Home Telemonitoring devices and the Clinician's Portal application. This Privacy Policy describes how TupeloLife collects, uses, shares, and protects your personal information while visiting or using the Products. "Personal information" is information recorded in any format that identifies you personally, by itself or together with other information that is available to us. In addition to this Privacy Policy, certain other of our Products may have additional or different terms of use ("Product Terms"), which may supplement or amend this Policy, and which will be provided to you at your initial use or access to such Products.

This Policy does not apply to the practices of businesses or websites we do not own or control, nor to people we do not employ or manage. Our sites may include links to other websites whose privacy practices may differ from those of TupeloLife. In some cases, when linking to another site, you still may see TupeloLife branding even though you are actually reviewing content provided by a third party. If you submit personal information while on those sites, your information is subject to their privacy policies, and you should review those policies.

Your Consent to this Privacy Policy

This Privacy Policy is part of the terms and conditions that govern your use of our Products. By visiting, ordering, or using our Products, or by participating in one of our programs, you are agreeing to the terms of this Privacy Policy.

Data Collection

Collection of Personal Information

TupeloLife collects your health-related information through surveys, questionnaires, and biometric entries on devices from the medical devices provided by your care provider. The device can be a TupeloLife Care@Home Telemonitoring Platform. The patient using the TupeloLife's Care@Home Telemonitoring program connected to their healthcare provider, understands that the healthcare organization may collect, store, process, maintain, share, disclose, use, and transmit your health information including, but not limited to the information concerning the assigned device or characteristics of your mobile device along with any peripherals used for the purpose of managing your health biometric, as well as your personal information, location and other content.

TupeloLife's Care@Home Telemonitoring collects health information automatically using hospital grade Bluetooth medical device peripherals. Once collected and submitted, your health information is transmitted to TupeloLife's secure server.

Text Messages

Text message information is encrypted and sent to the recipient. It is stored in the system with us, encrypted, for any future reference.

Data Usage

The information is used by your healthcare team member to manage your healthcare plan. Only biometric data provided by the patient and their responses to care plan questions are stored in TupeloLife's secured database.

Reviewing your Information

Patients can contact their healthcare provider team to review health information collected from the device.

Data Disclosure

TupeloLife attempts to minimize the amount of your personal or health information entered via devices based on the healthcare provider's plan or program for you as a patient. Health information entered via devices is disclosed only to your designated healthcare team and application support staff. TupeloLife does not share, sell, or license your health information that it may collect via the Care@Home Telemonitoring application.

Personal Information Protection

Security of Your Health Information

TupeloLife ensures that reasonable administrative, physical and technical security measures are in place to protect your health information from compromise.

TupeloLife ensures effective risk analysis, risk management, and regular Care@Home Telemonitoring Platform activities review, which will include but not limited to access and authorization assessments, privacy and security standards, policies and enforcement as it affects TupeloLife workforce, TupeloLife ensures access to facilities are highly secured and systems used in developing mobile application are physically secured to protect unauthorized physical accesses. TupeloLife uses encryption mechanisms such as Advanced Encryption Standard 256 bits to protect your information while in storage. TupeloLife employs the use of Transport Layer Security/Secure Sockets Layer certificates and secured tokens while data is in transit.

Patients may be reminded to take vital signs through an alert on their mobile phone and email. Healthcare providers and application support staff may employ additional administrative, physical, and technical security mechanisms to protect your Protected Health Information (PHI) and Personally Identifiable Information (PII).

Updating and Retention of Personal Information

You may update, delete, or correct your demographic information at any time through the Care@Home Telemonitoring Platform. Patients may request changes to be made through their healthcare provider using TupeloLife's services. You may be asked to verify your identity. Requests may be limited or denied if you are unable to verify your identity, if it involves the disclosure of confidential or sensitive information, or is otherwise permitted under applicable law. Only demographic information can be changed, biometric information cannot be altered. We will retain your information for as long as your account is active, or as needed to provide you services. We will retain and use your information as necessary to comply with our legal obligations, resolve disputes, and enforce our agreements.

HIPAA

We comply with the Health Information Portability and Accountability Act of 1996 (HIPAA) with respect to personally identifiable health information ("PHI"). If any Product contains your PHI, it will be maintained in accordance with applicable law unless and until it is no longer PHI, or until such time as you authorize otherwise.

Individual Rights

It is your right to gain access to your health records or information, and this can be requested through your healthcare provider; however, TupeloLife Care@Home Telemonitoring Platforms devices do not allow direct access to any reports or health records. TupeloLife and its business partners accommodate requests of access through the providers on whose behalf we are providing the services. It is your right under the HIPAA Privacy Rule to request to access, inspect, or obtain a copy of the collected health information which will be handled by your care provider.

Modifications to this Privacy Policy

TupeloLife reserves the right to update and/or change the terms of our privacy policy, and as such, we notify healthcare providers who will post such changes in order to keep patients aware of the type of information we collect, how it will be used and under what circumstances, if any, we may disclose such information. If at any point in time TupeloLife decides to make use of any personally identifiable information on file, in a manner vastly different from that which was stated when this information was initially collected, the user or users shall promptly be notified by email. Users at that time shall have the option to permit the use of their information in this separate manner.

TupeloLife and its Business Associates and Partners may notify patients in advance about changes to this Privacy Policy when data practices change due to updates in program or the application.

Acceptance of Terms

Using TupeloLife Care@Home Telemonitoring Platforms, you are hereby accepting the terms and conditions stipulated within the Privacy Policy Agreement. If you are not in agreement with our terms and conditions, then you should refrain from further use of the TupeloLife Care@Home Telemonitoring Platform application. In addition, your continued use of the TupeloLife Care@Home Telemonitoring Platform application following the posting of any updates or changes to our terms and conditions shall mean that you are in agreement and acceptance of such changes.

Contact Us

If you have any questions or concerns regarding the Privacy Policy Agreement related to TupeloLife Care@Home Telemonitoring Platforms, please feel free to contact us at the following email, phone number, or mailing address.

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