

# Website Privacy Policy

Lamprey Health Care encourages you to be aware of your rights and responsibilities as a patient – and to know what we do to protect the privacy of your medical information.

The following policy statements may be downloaded and printed from the website.

- Patient Rights & Responsibilities
- HIPAA Statement – Notice of Privacy Practices
- Medical Information Release Forms (Site Specific)
- Personal Representative Form

## Website Privacy Policy

At Lamprey Health Care, we understand, acknowledge and respect any individual's right to privacy and the concerns one may have with regard to privacy and security. We recognize the importance of protecting the privacy of information provided by our patients, as well as general users of our website.

We will not disclose, sell or rent your name or any personal information about you to any third party, however income, demographic and non-identifiable clinical information may be shared with quality and accreditation organizations as required by law, as well as to receive State, Federal, Private and Research grants.

**Please Note:** Lamprey Health Care's Notice of Privacy Practices is a separate document which can be located on the website.

## Medical Disclaimer

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**If this is a medical emergency, please dial 9-1-1 for immediate medical attention. Do not rely on electronic communications or this website for assistance with urgent medical needs or to communicate patient information.** No patient information of any nature should be communicated through this website – patient communication is reserved for the Secured Patient Portal. This website is not designed to help communicate or respond to medical emergencies. Lamprey Health Care cannot guarantee any response to a medical emergency or patient information communication if done so through this website.

## Personal Information

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You do not need to give personal information to receive information from Lamprey Health Care's website. All visitors can browse and access our entire site without providing any personal information. We do not collect personal information that would identify our visitors unless you choose to provide it, such as through a job application, charitable donation or to request receive our e-newsletter.

## Forms

Our website may contain forms through which individual users may request information, register for events and classes, or supply feedback to us through a survey. In some cases, telephone numbers, email addresses or return addresses are required so that we can supply to you the information you have requested. When processing credit card payments, correct names and addresses are also required.

We do not provide any information supplied on our web forms to any outside organization for any reason (other than where we may be required to by law or State & Federal organizations or as necessary to process credit card information).

# Website Privacy Policy

## Surveys

To better communicate with our patients and to improve our patient care and services, we may survey visitors to our site. We use the aggregate information we collect to measure the number of visitors to the different pages and sections of our site, and to help us make our site more useful to visitors. The aggregate information we collect is not linked to personal information, and we do not report on individual user sessions.

## Online Donations

When you choose to pay your bill online or make a donation to Lamprey Health Care through our website, you will be directed to a secure portal to give your information. We will not collect your information directly.

## E-mail Inquiries to Lamprey

Our website contains several e-mail links that allow web visitors to easily send an e-mail inquiry or feedback to Lamprey Health Care. When you use the e-mail links, your e-mail address and the subject of your inquiry are provided to the department to respond to your specific request only.

## Email Inquiries from Lamprey

If you receive an email that looks like it's from Lamprey Health Care asking for your personal information, **do not respond**. We will never request your password, user name, credit card information or any other personal information through email.

## User Name and Password

In the event the Lamprey Health Care website provides you with access to any service requiring a User Name and Password, you are solely responsible for keeping your User Name and Password strictly confidential.

## Non-Personal Information

Lamprey Health Care collects non-personal information such as website usage, site traffic through visits, site performance and related statistics based on our use of Google Analytics to anonymously track individual visits to our website. Only visits are tracked, not the individuals who visited the site.

## IP Addresses

The web server automatically collects the IP (Internet Protocol) address of the computers that access our website. An IP address is a number that is assigned to each individual user's computer when you access the Internet. We use the aggregate information we collect to measure the number of visitors to the different pages and sections of our site, and to help us make our site more useful to visitors. The aggregate information we collect is not linked to personal information and we do not report on individual user sessions.

**Please Note:** Although such information is not personally identifiable, we can determine from an IP Address a visitor's Internet Service Provider and the geographic location of his/her point of connectivity.

## Cookies

The Lamprey Health Care website does not currently use cookies, however in order to improve our site on an ongoing basis, we may or may not use cookies in the future. A cookie is a small amount of data that is transferred to your browser by a web server and can only be read by the website that gave it to you. It is not a program and cannot deliver viruses.

# Website Privacy Policy

Most browsers are initially set to accept cookies. You can turn off cookies altogether, and you can also set your browser to notify you when you receive a cookie (which gives you the opportunity to decide whether to accept it). You can use the Lamprey website without cookies.

## Disclaimer of Warranty

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Materials, services and other information are provided “as is” by Lamprey Health Care for informational purposes only.

Because of its nature, a website cannot be absolutely protected against intentional intrusion attempts. Lamprey Health Care does not have any control over the computers or internet service used to access our website or send personal information and therefore, cannot prevent any compromises to your information while in transit.

As a result, Lamprey Health Care makes no guarantee as to the security, integrity or confidentiality of any information transmitted to or from this website, beyond our reasonable care to safeguard said information during transit. Lamprey Health Care cannot and does not guarantee the security of electronic communications or transmissions, and therefore the security, integrity or confidentiality of information transmitted to or from this website, as a result of all internet use by any organization runs the risk of interception.

## Limitation of Liability

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Under no circumstances will Lamprey Health Care be liable for any direct, indirect, special, consequential or monetary damages, including fees and penalties in conjunction with individual use of materials on this site or connectivity to or from this site to any other site.

Lamprey Health Care may change this privacy policy without notice to you.

## **BY USING THIS WEBSITE, YOU AGREE TO THESE TERMS.**

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Should you have any questions about our privacy policy or our use of information gathered through our website, please contact Michelle Gaudet at (603) 659-2494 or [mgaudet@lampreyhealth.org](mailto:mgaudet@lampreyhealth.org).

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