

# Automated Medical Assistant (AMA)

## Privacy Policy

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### What this privacy policy covers

This privacy policy pertains to the use of the Automated Medical Assistant (AMA) web site, owned and operated by Advanced Billing Solutions, Inc. (ABS), at <http://www.automatedmedicalassistant.com>. This privacy policy covers how ABS treats personal information that Automated Medical Assistant (AMA) collects and receives. Personal information is information about you that is personally identifiable like your name, address, email address, phone number, credit card information, and the like. Children under 13 are not permitted to use the Automated Medical Assistant (AMA) service, and so this privacy policy makes no provision for children's use of the site.

### Information collection and how it is used

#### General Information

We collect personal information when you sign up for a paid subscription to the Automated Medical Assistant (AMA) service. When you sign up, we ask for your name, email address, phone number, and your practice's demographic and financial information.

When you sign up for a paid subscription, we will ask you for your credit card information. This information is kept in a secure, encrypted, HIPAA compliant form on Automated Medical Assistant (AMA) premises.

Automated Medical Assistant (AMA) automatically receives and records information on our server logs from your browser, including your IP address and the page you request.

Automated Medical Assistant (AMA) uses information for the following general purposes: products and services provision, billing, identification and authentication, services improvement, contact, research, and anonymous reporting.

#### IP Addresses

IP Addresses are automatically reported by your browser each time you view a web page or use our service. Your IP address is not permanently stored in a way that is identified with your personal information.

IP addresses may be used for various purposes, including:

To diagnose or service technology problems reported by our users or engineers that are associated with the IP addresses controlled by a specific web company or ISP.

To estimate the total number of users visiting Automated Medical Assistant (AMA) from specific geographical regions.

## **Cookies**

A cookie is a small amount of data, which often includes an anonymous unique identifier, that is sent to your browser from a web site's computers and stored on your computer's hard drive. Automated Medical Assistant (AMA) uses a "session" cookie that helps the program function at the high level that you would expect.

## **Protected Health Information**

When you or other users at your company, or your company's customers, use the Automated Medical Assistant (AMA) service, you may in the course of normal business operation provide Automated Medical Assistant (AMA) with PHI. Automated Medical Assistant (AMA) will only disclose the PHI to you, your customers, and your agents, as authorized by you in the service's operation and configuration.

Automated Medical Assistant (AMA) limits the ability to access your or your company's customers' PHI only to employees that are responsible for the development, provisioning or maintenance of the services, or in provisioning support.

## **Information sharing and disclosure**

Automated Medical Assistant (AMA) may be required to disclose personally identifiable information under special circumstances, such as to comply with subpoenas or when your actions violate the Automated Medical Assistant (AMA) Terms of Service.

Automated Medical Assistant (AMA) may share demographic information with business partners, such as "5% of Automated Medical Assistant (AMA) customers are in the south Florida region" or the like. No personally identifiable information will ever be used without your permission (i.e. we will ask you for a quote or testimonial). No PHI will ever be shared with any third party, as per the HIPAA Privacy Rule.

Automated Medical Assistant (AMA) does not rent, sell, or share personal information about you with other people or nonaffiliated companies except to provide products or services you've requested or when we have your permission.

It may be necessary to share information in order to investigate, prevent, or take action regarding illegal activities, suspected fraud, situations involving potential threats to the physical safety of any person, violations of Automated Medical Assistant (AMA)'s terms of use, or as otherwise required by law.

We will transfer information about you if Automated Medical Assistant (AMA) is acquired by or merged with another company. In this event, Automated Medical Assistant (AMA) will notify you by email or by putting a prominent notice on the Automated Medical Assistant (AMA) web site before information about you is transferred and becomes subject to a different privacy policy.

## **Changes to this privacy policy**

We may update this policy at any time for any reason. If there are any significant changes to how we handle personal information we will send a notice to the contact email address specified in your company's Automated Medical Assistant (AMA) account or by placing a prominent notice on our site.

## **Questions**

If you have questions or suggestions you can contact us at:

Automated Medical Assistant (AMA) Support - Privacy Policy  
150 S.W. 12 th Avenue, Suite 330  
Pompano Beach, FL 33069  
[AdvancedSolns@aol.com](mailto:AdvancedSolns@aol.com)

## **Last Updated**

This policy was last updated on February 28, 2009