

# CONFIDENTIALITY PLEDGE

**ELITE PATIENT ADVOCATE, LLC**  
2107 WINGATE BEND  
WELLINGTON, FL 33414

**Elite Patient Advocate, LLC** is not clearly defined as a “covered entity” under HIPPA or other privacy acts. We do, however, take the privilege of serving you seriously. As such, we have elected to act ‘as if’ we are indeed held to the same privacy standards as any healthcare provider or facility.

The provision of advocacy services will involve the handling of both Protected Health Information (PHI) and Personally Identifiable Information (PII). If you choose to avail yourself of our services, you will be asked to execute a HIPPA Release and Authorization as well as Authorizations to Disclose Health Information/Medical Records Release. The information obtained through these authorizations is necessary to provide you or your family member with the greatest level of advocacy achievable.

Additionally, we understand other personal or private information may explicitly or casually be made know to us. Advocacy is personal. Clients and family members often spend many hours in close environments during stressful times with their advocate. Family dynamics and histories often become evident during these times; information normally reserved for family members can be incidentally shared with your advocate. While providing your or your family member with our services, we will ensure any information which becomes known to us will be held in the strictest confidence. We endeavor to provide our services with prudence and discretion. Your information will never be shared with any other person or entity without your expressed written consent; and, no information of a sensitive or private nature will ever be shared with anyone.

This is a proactive stance and includes the following:

- Elite Patient Advocate, LLC does not use cookies or any other visitor tracking software other than that specified in its Privacy Policy and Terms of Use.
- All communications shall be authorized by the client.
- All electronic mail shall be over a HIPPA compliant secure and encrypted server.
- All real-time video communication will utilize a HIPPA compliant encrypted video service provider.
- Please see our separate Document Retention Policy for additional information on our policy regarding non-electronic document handling.