

Privacy Policy

MeksTotal Care

Effective Date: ____05/13/2026____

Last Updated: _____

Meks Total Care values your privacy and is committed to protecting your personal and health information. This Privacy Policy explains how we collect, use, disclose, and safeguard information when you use our website, Telehealth platform, and healthcare services.

By using our website or services, you agree to the practices described in this Privacy Policy.

1. Services Covered by This Privacy Policy

Meks Total Care provides healthcare and Telehealth services, including but not limited to:

ADHD evaluation and treatment

General medical care

Preventive medicine

Weight management and weight loss treatment

Hormone replacement therapy (HRT)

Mental health services

Chronic disease management

Medication management

This Privacy Policy applies to our:

Website

Patient portal

Telehealth platform

Mobile communications

Electronic forms

Online scheduling systems

Administrative and clinical services

2. Information We Collect

We may collect the following categories of information:

A. Personal Information

Full name

Date of birth

Address

Phone number

Email address

Emergency contact information

Government-issued identification

Insurance information

B. Health Information

Medical history

Mental health history

Medication history

Laboratory results

Treatment records

Diagnoses

Prescriptions

Drug screening results

Allergy information

Vital signs and biometric data

C. Payment Information

Credit/debit card information

Billing address

Payment history

Insurance claims information

Payment processing may be handled through secure third-party processors.

D. Technical and Usage Information

IP address

Browser type

Device information

Website usage activity

Cookies and analytics data

Telehealth session metadata

3. How We Use Your Information

We may use your information to:

Provide medical treatment and healthcare services

Conduct Telehealth appointments

Prescribe medications

Coordinate care with pharmacies, laboratories, and specialists

Verify identity

Process payments and insurance claims

Communicate appointment reminders and healthcare information

Improve website performance and patient experience

Maintain legal and regulatory compliance

Prevent fraud, misuse, or unauthorized access

Conduct internal quality assurance and operational activities

4. HIPAA Compliance

Meks Total Care complies with applicable federal and state privacy laws, including the Health Insurance Portability and Accountability Act ("HIPAA").

Protected Health Information ("PHI") may be used or disclosed for:

Treatment

Payment

Healthcare operations

Other purposes permitted or required by law

Patients may receive a separate Notice of Privacy Practices describing HIPAA rights in greater detail.

5. Telehealth Privacy

Telehealth services involve electronic communication technologies.

While we use commercially reasonable safeguards and HIPAA-compliant technologies where applicable, electronic communications may carry some security risks.

Patients acknowledge that:

Technical failures may occur,

Internet-based communication may not be completely secure,

Providers may document Telehealth encounters in electronic medical records.

6. Controlled Substance Monitoring

Patients receiving controlled substances, including ADHD medications, may be subject to:

Prescription monitoring program reviews (PDMP),

Drug screening,

Pharmacy verification,

Identity verification,

Treatment compliance monitoring.

Information collected through these activities may become part of the patient's medical record.

7. Sharing and Disclosure of Information

We may share information with:

Healthcare Providers and Staff

For treatment, care coordination, and healthcare operations.

Pharmacies and Laboratories

To process prescriptions and diagnostic testing.

Insurance Companies and Billing Vendors

For claims processing, eligibility verification, and payment collection.

Technology and Service Providers

Including:

Telehealth platform vendors

Electronic medical record providers

Secure communication vendors

Payment processors

These parties may have access only as necessary to perform services on our behalf.

Legal and Regulatory Authorities

When required by:

Law,

Court order,

Subpoena,

Licensing boards,

Public health reporting obligations,
DEA or controlled substance regulations.

8. Cookies and Tracking Technologies

Our website may use:

Cookies

Analytics tools

Tracking pixels

Session monitoring technologies

These tools help improve functionality, performance, and user experience.

Users may modify browser settings to limit cookies; however, some website features may not function properly.

9. Data Security

We implement administrative, technical, and physical safeguards designed to protect personal and health information.

Security measures may include:

Encryption

Secure servers

Password protection

Access controls

HIPAA-compliant vendors where applicable

Despite these safeguards, no system can guarantee absolute security.

10. Data Retention

We retain records for as long as necessary to:

Provide healthcare services,

Comply with legal obligations,

Resolve disputes,

Enforce agreements,

Meet medical record retention requirements under applicable law.

11. Patient Rights

Depending on applicable law, patients may have rights to:

Access medical records,

Request corrections,

Request restrictions on certain disclosures,

Obtain copies of records fees may apply,

Withdraw certain authorizations where permitted.

Requests may require identity verification and may be subject to legal limitations.

12. Communications Consent

By using our services, you consent to receive:

Appointment reminders

Administrative messages

Billing notifications

Emails

SMS/text messages

Telehealth links

Standard messaging and data rates may apply.

Patients may opt out of non-essential communications where permitted.

13. Children's Privacy

Our services are not directed toward children under 18

14. Third-Party Websites

Our website may contain links to third-party websites or services.

We are not responsible for the privacy practices or content of external websites.

Users should review third-party privacy policies independently.

15. International Users

Services are intended primarily for patients located in jurisdictions where our providers are licensed to practice.

Users accessing the website from outside applicable service areas do so at their own risk and are responsible for compliance with local laws.

16. Changes to This Privacy Policy

We may update this Privacy Policy periodically.

Changes become effective upon posting the revised version on our website.

Continued use of services after updates constitutes acceptance of the revised Privacy Policy.

17. Contact Information

Meks Total Care

Address: 539 W. Commerce St #6119
Dallas TX 75208

Email: Meksllc@gmail.com

Website: www.mekstotalcare.com

18. Acknowledgment

By using the Meks Total Care website or services, you acknowledge that you have read and understood this Privacy Policy.