Notice of Privacy Practices

TeleDirectMD

Effective October 31, 2026.

> **THIS NOTICE DESCRIBES HOW MEDICAL INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION. PLEASE REVIEW IT CAREFULLY.**

Free help is available. If you speak a language other than English, language assistance services are available to you free of charge. We also provide free aids and services to people with disabilities. If you need this notice in another language, in large print, in braille, read aloud or in another format, call (678) 956-1855 or email contact@teledirectmd.com. Translated statements appear in section 14.

We do not discriminate. We do not discriminate on the basis of race, color, national origin, age, disability or sex. Our Nondiscrimination Notice explains your rights, the free aids and language help we offer, and how to file a grievance.

1. Who follows this notice

TeleDirectMD is the name used by a group of medical practices owned and controlled by Parth Bhavsar, MD. Your care is provided by the practice for the state you are in during your visit:

- **California:** Parth Bhavsar Medical Corporation, a California professional medical corporation.
- **New York:** Parth Bhavsar Medicine PLLC, doing business as TeleDirectMD.
- **Texas:** TeleDirectMD, PLLC, a Texas professional limited liability company.
- **All other states we serve and Washington, D.C.:** Mahavir Health Services LLC, a Georgia limited liability company, doing business as TeleDirectMD.

These practices have designated themselves a single affiliated covered entity under HIPAA. They follow this notice together and share health information with each other as needed for your treatment, payment and health care operations. Mahavir Health Services LLC may provide administrative support to the other practices.

This notice applies to all health information about you that any of these practices creates or receives, whatever state you are in during your visit. It is followed by our physician, our staff, and the companies that handle health information for us. In this notice, “we,” “our” and “us” mean these practices, and “health information” means your protected health information.

2. Our duties to you

The law requires us to:

- keep your health information private and secure;
- give you this notice of our legal duties and privacy practices;

- tell you if a breach of unsecured health information affects you; and
- follow the terms of the notice that is currently in effect.

We will not use or share your health information in ways other than those described in this notice unless you give us written permission.

3. How we use and share your health information for treatment, payment and health care operations

Treatment. We use your health information to provide and coordinate your care, and we share it with others who treat you. For example, we send prescriptions to the pharmacy you choose, send orders to a laboratory, refer you to a specialist or local in-person care, and, with your consent, send a summary of your visit to your primary care physician. We may also use your contact details to send you appointment reminders and information about your care.

Payment. We use and share your health information to get paid for your care. For example, if you ask us to bill your health plan, we check your coverage, send claims through our claims processing company, and answer your plan's questions about the visit. If you pay for your visit yourself, our payment processor receives only the payment details needed to charge your card, and we do not send it health information.

Health care operations. We use and share your health information to run our practice and improve care. For example, we review the quality of care, train staff, check that our records and bills are accurate, meet licensing and certification requirements, get legal and accounting advice, and plan our business.

We share health information electronically, for example with pharmacies, laboratories, health plans and other doctors who treat you. Some states limit electronic sharing; see section 5.

4. Other ways we may use or share your health information without your written permission

The law allows or requires us to use or share your health information in these situations, subject to the conditions the law sets and to the stricter state rules described in section 5:

- **People involved in your care.** We may share information with a family member, friend or other person you identify who is involved in your care or helps pay for it, if you agree, if you do not object when given the chance, or, if you cannot respond, when we believe it is in your best interest. We may also use your information to tell such a person, or a disaster relief organization, where you are or how you are doing.
- **When the law requires it.** We share information when federal, state or local law requires us to.
- **Public health.** For example, to report certain diseases, to report problems with medicines or medical devices, or to help prevent or control disease.
- **Abuse, neglect or domestic violence.** We may report suspected abuse, neglect or domestic violence to a government authority when the law requires or allows it. We will tell you we made the report unless we believe that telling you would put you at risk of serious harm.

- **Health oversight.** We may share information with agencies that oversee health care, for example for audits, investigations, inspections and licensing.
- **Lawsuits and legal proceedings.** We may share information in response to a court or administrative order. We may also share it in response to a subpoena or discovery request that is not a court order, but only after efforts have been made to tell you about the request or to obtain an order protecting the information.
- **Law enforcement.** We may share information with law enforcement officials when the law requires or allows it, for example to comply with a court order or warrant, or to report certain injuries.
- **Serious threats to health or safety.** We may use or share information when needed to prevent or lessen a serious and imminent threat to you, another person or the public.
- **Specialized government functions.** We may share information for military and veterans' activities, national security and intelligence, protective services for the President and others, and government benefit programs, as the law allows.
- **People in custody.** If you are in the custody of a correctional institution or law enforcement, we may share information they need to provide your care or keep people safe.
- **Workers' compensation.** We may share information as workers' compensation laws allow.
- **Coroners, medical examiners and funeral directors.** We may share information they need to carry out their duties.
- **Organ and tissue donation.** We may share information with organizations that handle organ, eye or tissue donation and transplants.
- **Research.** We may use or share information for research only when the law allows it, for example when a research review board has approved the use and set privacy protections.
- **Compliance reviews.** We must share information with the U.S. Department of Health and Human Services when it reviews whether we are following the privacy law.
- **Companies that work for us.** We may share information with companies that perform services for us, such as our electronic health record, scheduling, intake form, secure email and claims companies. Each company that acts as our business associate must sign a business associate agreement and protect the information as HIPAA requires.

We do not contact patients for fundraising. If that ever changes, we will update this notice first, and you will have the right to opt out of fundraising messages.

5. Information with special protection

Reproductive health information. We treat information about reproductive health care with particular care. We share it only as this notice describes and as the law requires. We review every subpoena, court order or request from law enforcement or a government agency that asks for this kind of information, and we disclose only what the law requires us to disclose, or what we may share to prevent or lessen a serious and imminent threat to health or safety.

Substance use disorder treatment records. If we receive records from a substance use disorder treatment program that is protected by federal law (42 CFR Part 2), we will not use or

share those records, or testimony about what they contain, in any civil, criminal, administrative or legislative proceeding against you unless you give written consent, or a court orders it after you or the record holder has been given notice and a chance to be heard. A court order allowing disclosure must be accompanied by a subpoena or other legal requirement compelling disclosure.

Stricter state laws. Some states give extra protection to certain information, such as HIV and other sexually transmitted infection test results, mental health information, substance use information and genetic test results. When the law of the state you are in during your visit gives you more protection than this notice describes, for example by requiring your written permission before we share that information, we follow that law. Ask us if you want to know how a particular state's law applies to you.

If you are in California during your visit. We will not respond to a subpoena or court order from another state for your medical information unless a California court has issued an order for it. We will not share your medical information for immigration enforcement unless you agree or the law requires it.

If you are in New York during your visit. We share HIV-related information only with your specific written release for that information, or as New York law otherwise allows. A general authorization is not enough. When we share your information with someone outside our practice, we keep your written permission, or a note of who received it and why, in your record. You may ask in writing to look at your records, and we will give you the chance to do so within 10 days. Paper copies cost no more than 75 cents a page.

If you are in Texas during your visit. Your health information may be shared electronically, as this notice describes. Except when we share it with another health care provider, health plan or other covered entity for treatment, payment or health care operations, or as other law allows, we will not share it electronically without your separate permission for each disclosure. If you ask in writing for your electronic health record, we will provide it electronically within 15 business days. HIV test results are shared only as Texas law allows or with your signed written permission naming who may receive them. Records about a mental or emotional condition are confidential and shared only as Texas law allows. You may ask to see them, and we will respond within 15 days. To ask for your records, email contact@teledirectmd.com. To contact Dr. Bhavsar's licensing board, see our Texas Medical Board complaint notice. You may also file a consumer complaint, including a privacy complaint, with the Texas Attorney General online at texasattorneygeneral.gov/consumer-protection/file-consumer-complaint.

6. Uses that need your written permission

We must get your written permission (an "authorization") before we:

- use or share your health information for marketing, except for face-to-face communications with you and promotional gifts of nominal value;
- sell your health information;
- use or share psychotherapy notes, in most cases; or
- use or share your health information for any purpose not described in this notice.

You may cancel an authorization at any time by telling us in writing. Cancelling stops future uses and sharing, but it does not undo anything we already did in reliance on your authorization.

7. Telehealth, AI-assisted note writing and our technology

Video visits. We provide care only by live video. Join your visit from a private place where others cannot overhear you, and use a secure internet connection. We cannot control the security of your own device or network.

AI-assisted note writing. With your permission, your physician uses an AI note-writing tool built into our electronic health record system, Elation. When it is on, the audio of your video visit is recorded and sent to Elation, and to any company Elation uses to run the tool, so the tool can write a draft visit note. It does not make medical decisions. Your physician reviews, corrects and approves every note before it becomes part of your record. We ask for your permission in your intake forms, and your physician asks again at the start of the visit, including anyone else who is with you, and notes the answers in your record. You can say no, or ask your physician to stop the tool at any point during your visit, and your care and your fee stay the same. The audio, transcript and draft note are health information protected by this notice, and Elation handles them under a business associate agreement with us.

Our technology partners. Every company that handles your health information for us as a business associate, such as our electronic health record, scheduling, intake form, automation, secure email and claims companies, signs a business associate agreement that obliges it to protect that information as HIPAA requires. Card payments are processed by Stripe, a PCI-DSS certified payment processor. Payment processing falls under HIPAA's exemption for payment processing; Stripe handles payment information only, and we do not send it your health information. Information you give Zocdoc directly as a Zocdoc user is covered by Zocdoc's own privacy policy. Any HIPAA authorization Zocdoc asks you to sign is between you and Zocdoc, is optional, and is not required for care from us. If you agree to receive text messages, we send scheduling texts through our texting service, Quo. Standard texts are not encrypted, so we leave the reason for your visit and other health details out of them, and you may ask us to reach you another way. Our systems use encryption and access controls. No electronic system is completely secure, and we will tell you if a breach affects your information, as the law requires.

8. Your rights

Get a copy of your records. You may look at or get a copy of your medical and billing records. You may ask for an electronic copy, and we will provide it in the form you ask for if we can readily produce it. We will respond within 30 days, or sooner if the law of your state requires. If we need more time, we will tell you in writing why and when to expect it, up to 30 more days. We may charge a reasonable, cost-based fee, and never more than your state's law allows. If we deny your request in part or in full, we will explain why in writing and tell you whether you can ask for a review.

Ask us to correct your records. You may ask us to change information you think is wrong or incomplete. To ask, email contact@teledirectmd.com or write to us at 113 S Perry St, Ste 206 #5077, Lawrenceville, GA 30046, and tell us what you think is wrong and why. We will answer

within 60 days. We may say no, for example if we did not create the information or it is accurate and complete, and if we do, we will explain why in writing and tell you how to submit a statement of disagreement.

Get a list of the times we shared your information. You may ask for a list of the times we shared your health information during the six years before your request. The list will not include disclosures for treatment, payment or health care operations, disclosures you authorized, disclosures made to you, and certain others the law excludes. We will give you one list a year free. If you ask again within 12 months, we may charge a reasonable, cost-based fee, and we will tell you the fee first. We will respond within 60 days; if we need more time, we will tell you why and when to expect it, up to 30 more days.

Ask us to limit what we use or share. You may ask us not to use or share certain health information for treatment, payment or health care operations. We do not have to agree, and we may say no if it would affect your care. If you pay for a visit or service in full yourself and ask us not to share information about it with your health plan, we will agree unless the law requires us to share it.

Ask us to contact you in a certain way. You may ask us to contact you only at a certain phone number, email address or mailing address. We will agree to reasonable requests, and we will not ask why.

Get a copy of this notice. When you book online, we show you this notice before you finish booking, send it to you by email if you agree, and ask you to confirm that you received it. You may ask for a paper or electronic copy of this notice at any time, even if you agreed to get it electronically, and we will send you a paper copy if our email to you does not go through.

Choose someone to act for you. We provide care only to adults 18 and older. If you have given someone legal authority to make health care decisions for you, such as a health care agent, or a court has appointed someone to act for you, that person may use your rights and make choices about your health information. We will confirm the person's authority before we act.

Be told about a breach. We will tell you if a breach of unsecured health information affects you.

File a complaint. See section 10.

9. How to use your rights

To use any of these rights, email contact@teledirectmd.com, call (678) 956-1855, or write to TeleDirectMD, Attn: Privacy Officer, 113 S Perry St, Ste 206 #5077, Lawrenceville, GA 30046. We may ask you to put your request in writing and to confirm your identity.

10. Complaints

If you believe your privacy rights have been violated, you may file a complaint with us or with the U.S. Department of Health and Human Services, Office for Civil Rights. We will not retaliate against you for filing a complaint.

To complain to us, contact our Privacy Officer by email, phone or mail using the details in section 11. Tell us what happened and how to reach you. We will look into your complaint and answer you.

To complain to the Office for Civil Rights, file online at ocrportal.hhs.gov or call 1-800-368-1019 (TDD 1-800-537-7697).

11. Contact

TeleDirectMD Privacy Officer 113 S Perry St, Ste 206 #5077, Lawrenceville, GA 30046 Phone: (678) 956-1855 Email: contact@teledirectmd.com

12. Changes to this notice

We may change the terms of this notice, and the new terms will apply to all health information we keep, including information we already have. If we make a change, we will post the new notice on our website with its new effective date, and we will give you a copy on request.

13. Effective date

This notice is effective October 31, 2026.

14. Language assistance

ATTENTION: If you speak a language other than English, language assistance services are available to you free of charge. Call (678) 956-1855.

Español: ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al (678) 956-1855.

繁體中文: 注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 (678) 956-1855。

Tiếng Việt: CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số (678) 956-1855.

한국어: 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. (678) 956-1855 번으로 전화해 주십시오.

Tagalog: PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa (678) 956-1855.

Русский: ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните (678) 956-1855.

العربية: ملحوظة: إذا كنت تتحدث اللغة العربية، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل بالرقم (678) 956-1855.

Kreyòl Ayisyen: ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele (678) 956-1855.

Français: ATTENTION : Si vous parlez français, des services d’aide linguistique vous sont proposés gratuitement. Appelez le (678) 956-1855.

Português: ATENÇÃO: Se você fala português, encontram-se disponíveis serviços linguísticos, de forma gratuita. Ligue para (678) 956-1855.

Polski: UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer (678) 956-1855.

日本語**:** 注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。(678) 956-1855 まで、お電話にてご連絡ください。

Italiano: ATTENZIONE: In caso la lingua parlata sia l’italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero (678) 956-1855.

Deutsch: ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: (678) 956-1855.

فارسی: توجه: اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد. با شماره 956-1855 (678) تماس بگیرید.