



REMEMBER THE *Carer*

Privacy and Data Use Policy

Effective Date: 18/01/2026



This resource is not intended for professional medical advice, it is for general informational purposes only. Please consult your physician or medical specialist for diagnosis, advice and treatment.



Phone: +1 813-426-5494
Email: info@rememberthecarer.com
Website: rememberthecarer.com

Remember the Carer LLC
EIN: 61-2245834

General Disclaimer:

Remember the Carer provides non-medical education, caregiver support, and wellbeing coaching services.

We do not provide medical, psychological, diagnostic, or therapeutic services or medication prescriptions, and no physician-patient or therapist-client relationship is created. Clinical care remains with the treating medical provider.

All Information in our publications, media, website, and all other communications is for informational and educational purposes only and does not replace professional medical advice.

Our Privacy Promise

At **Remember The Carer**, your privacy, dignity, and trust matter deeply.

Although we are a **non-medical, non-clinical service**, we voluntarily operate using **HIPAA-aligned privacy and security standards** because we work closely with families, caregivers, and medical providers.

We:

- Protect sensitive personal and care-related information
- Use secure, HIPAA-conscious systems
- Share information **only with your consent**
- Never sell or misuse your data

Your story, your care journey, and your information are treated with respect — always.

Privacy is not just a policy for us. It's a promise.

Our Commitment to Privacy, Dignity, and Trust

Remember The Carer LLC is a **non-medical, non-clinical dementia and caregiver support service**.

While we do not diagnose, treat, or provide clinical health care services, we intentionally hold ourselves to high standards.

We do this because we work closely with:

- Medical providers and physician-led care teams
- Families navigating sensitive health and caregiving situations
- Individuals living with dementia or cognitive change

Protecting your information is not just a legal obligation — it is an ethical one.

Why We Use HIPAA-Level Standards (Even as a Non-Clinical Service)

HIPAA-aligned privacy, security, and data-protection

Although Remember The Carer does not provide medical treatment, we may handle **personal and health-related information (PHI)** in the course of providing education, care coordination, caregiver support, and wellbeing services.

We voluntarily adopt HIPAA-conscious practices to:

- Protect client dignity and confidentiality
- Support clean, compliant collaboration with medical providers
- Reduce risk for families, caregivers, and referring professionals
- Maintain trust across multidisciplinary care teams

The Types of Information We May Collect

Depending on the services requested, we may collect limited information such as:

- Contact information (name, email, phone)
- Caregiver or family context
- Non-clinical health or cognitive concerns
- Dementia or cognitive change history (non-diagnostic)
- Care coordination details (with consent)
- Provider referral information

We **do not** diagnose, prescribe, or provide medical treatment.

Our Secure Systems & Technology

1. Wix (Website & Access Management)

Our website is built on **Wix**, using a **HIPAA-eligible plan** with a signed **Business Associate Agreement (BAA)**

Wix is used for:

- Secure website access
- Role-based member areas (clients, providers, referrers)
- Referral and inquiry forms (limited PHI only)
- General communication and scheduling links

Wix is **not** used for:

- Clinical documentation
- Session notes
- Diagnoses or treatment records
- Long-term storage of sensitive care data

All sensitive care records are securely routed into our EMR.

2. Practice Better (HIPAA-Compliant EMR)

Practice Better is our primary **HIPAA-compliant Electronic Medical Record (EMR) and care management system.**

Practice Better is used for:

- Client intake and informed consent
- Secure documentation and session notes
- Care coordination summaries
- Secure messaging with clients and providers
- Storage of sensitive support records
- Audit trails and access controls

All client care documentation resides **only** within Practice Better.

3. Zoom for Healthcare (HIPAA-Compliant Telehealth)

We use **Zoom for Healthcare**

sessions when services are provided remotely. We maintain a **signed BAA with Zoom**.

Zoom for Healthcare is: a HIPAA-compliant version of Zoom, to deliver secure virtual client sessions

- Encrypted
- Access-controlled
- Used only for live session delivery

Sessions are not recorded or stored unless the client provides explicit written consent.

Business Associate Agreements (BAAs)

Remember The Carer maintains **signed BAAs** with:

- Wix (HIPAA-eligible plan)
- Practice Better (HIPAA-compliant EMR)
- Zoom Healthcare (Telehealth Platform)

These agreements ensure that our technology partners meet required standards for:

- Data encryption
- Secure access controls
- Breach notification
- Privacy safeguards

How We Share Information (Consent-Based Only)

We do **not** share client information without explicit consent.

With written client authorization, we may share **non-clinical summaries** with:

- Referring physicians (MD/DO)
- Nurse practitioners or care coordinators
- Allied health professionals
- Community or faith-based partners (when appropriate)

Shared information is:

- Non-diagnostic
- Non-clinical
- Relevant only to care coordination and support

We do **not** bill insurance or submit claims.

Professional Boundaries & Scope of Practice

Remember The Carer:

- Does **not** diagnose medical conditions
- Does **not** provide medical treatment or therapy
- Does **not** replace physician or clinical care

All medical decisions remain with licensed healthcare providers.

Our role is educational, supportive, and care-adjacent.

Data Security & Safeguards

We use:

- Role-based access controls
- Secure login authentication
- Encrypted data transmission
- Secure EMR storage
- Limited internal access to client records

Only authorized team members can access client information, and only as necessary to provide services.

Client Rights

Clients and caregivers have the right to:

- Know how their information is used
- Request copies of their records
- Revoke consent for information sharing
- Ask questions about privacy or data protection

Requests can be submitted at any time.

Updates to This Policy

This policy may be updated periodically to reflect:

- Changes in technology
- Regulatory updates
- Expanded services

The most current version will always be available on our website.

Contact Us

If you have questions about privacy, data use, or information security, please contact:

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