



Privacy Policy

Mi Casa Adult Day Health Center (“we,” “our,” or “us”) is committed to protecting the privacy and confidentiality of our participants, families, and website visitors. This Privacy Policy describes how we collect, use, and safeguard your information in compliance with applicable laws, including the Health Insurance Portability and Accountability Act (HIPAA) and Massachusetts privacy regulations.

Information We Collect

We may collect the following types of information:

Personal Information

- Name, address, phone number, email
- Date of birth, emergency contact information
- Insurance and billing information

Health Information (Protected Health Information – PHI)

- Medical history and conditions
- Medications and treatment plans
- Physician information and clinical records

Website Information

When you visit our website, we may collect:

- IP address
- Browser type
- Pages visited
- Cookies and usage data

How We Use Your Information

We use your information to:

- Provide and coordinate care and services
- Communicate with participants, families, and healthcare providers
- Process billing and insurance claims
- Improve our services and programs
- Comply with legal and regulatory requirements

How We Protect Your Information

We implement appropriate safeguards to protect your information, including:

- Secure electronic health record systems
- Restricted access to confidential information
- Staff training on privacy and confidentiality
- Physical, administrative, and technical safeguards

Sharing of Information

We may share information only as permitted or required by law, including:

- With healthcare providers involved in your care
- With insurance companies for billing purposes
- With government agencies as required (e.g., Massachusetts Executive Office of Health and Human Services)
- In emergency situations to protect health and safety

We **do not sell or rent** your personal information.

SMS consent is not shared with third parties or affiliates.

SMS Communications

If you provide consent to receive SMS (text) messages from [Your Center Name], you may receive messages related to:

- Appointment reminders
- Program updates
- General communication regarding services

Message and data rates may apply. You may opt out at any time by replying “STOP” to any message.

Your SMS consent is not shared with third parties or affiliates for marketing purposes.

Your Rights

You have the right to:

- Access and request copies of your records
- Request corrections to your information
- Request restrictions on certain uses or disclosures
- Receive a list of disclosures of your information
- File a complaint without fear of retaliation

To exercise these rights, please contact us using the information below.

Cookies and Website Tracking

Our website may use cookies to improve user experience. You can choose to disable cookies through your browser settings.

Third-Party Services

Our website may contain links to third-party websites. We are not responsible for the privacy practices of those sites.

Contact Information

If you have questions about this Privacy Policy or your rights, please contact us at 978-975-2696 or admin@micasaadhc.com.