

# Privacy policy

## How We Protect You

### Our Privacy Promise to You

By choosing Metro Anesthesia and Pain Management, LLP (MAPM), you have expressed confidence in our ability to serve you. We take this responsibility seriously and diligently safeguard your personal information.

### We do not sell your information.

For more than 25 years, patients have trusted MAPM with their personal and medical information. Whether you are a current or former patient, MAPM is committed to protecting the information you have shared with us. This commitment to conduct business honestly and with your best interest in mind is the foundation of our Privacy Promise to you.

### Your information is confidential.

MAPM's Code of Ethics requires that patient information be held in strict confidence. When we contract with insurance companies to process information, the contract strictly limits how they use information supplied by MAPM and requires they have strong security protections.

### We protect your information.

MAPM maintains practices to ensure the security and confidentiality of your personal information. We have passwords to protect our databases, compliance audits, and world-class virus/intrusion detection software in place. Within MAPM, access to member information is limited to those who need it to perform their jobs.

### We Collect Information to Serve You

Collecting information about patients makes it possible for MAPM to deliver the kind of personalized service you expect.

At MAPM, we collect and share information within MAPM:

- That you provide to us or authorize us to collect.
- About your transactions with us or with other companies.
- That is provided by consumer reporting agencies or government agencies.

### We Share the Information We Collect as Permitted by Law

We may need to share some information outside of MAPM to properly manage our business. This includes sharing to efficiently service your accounts, to comply with laws, and for other routine business practices. For example, we share to prevent fraud, to comply with court orders, and for HIPAA reporting.

We may share the information we collect with healthcare and non-healthcare companies that provide marketing services on MAPM's behalf. Upon our request, printers and mail processing companies may send you information about MAPM services and products. We do not give other companies access to your information for their own marketing.

### Information for Users of [metropainmanagement.com](http://metropainmanagement.com)

MAPM uses cookies for your security. A cookie is a small temporary file that allows MAPM to recognize you while you are on [metropainmanagement.com](http://metropainmanagement.com), and to maintain a secure Internet session. MAPM does not track your Internet use after you log off of [metropainmanagement.com](http://metropainmanagement.com).

### You Have a Choice

MAPM is known for its exceptional patient service. Sharing member information as we have outlined here enables us to maintain this service excellence. If you decide that MAPM's rigorous practices meet your privacy expectations, no further action is required.

Because MAPM tightly controls how it shares your information outside of MAPM, you are already opted out of sharing outside of MAPM as allowed by federal law.

### Authorization to Share

We honor any rights you may have under federal or state laws.

To contact us about privacy, write to:

### Metro Anesthesia and Pain Management

5901 Westown Parkway, Suite 210  
West Des Moines, IA. 50266

## Updates and Effective Date

Any material changes to the Privacy Promise will be posted on this website. The effective date of the Privacy Promise is February 1, 2011.

## Disclaimer

**Please read this agreement carefully before using the website.**

By accessing or using this website, you agree to be bound by the terms and Conditions set forth. If you do not wish to be bound by these terms and conditions, you should not access or use the website. Metro Anesthesia and Pain Management, LLP (MAPM) provides information on this website for educational and informational purposes only.

**Information on this site is related to pain management and other medical topics, it is not intended as medical advice or endorsement of any treatment or procedure, or any medical care. It is not a substitute for medical advice, medical diagnosis, or treatments of any specific or nonspecific medical conditions or injuries.** MAPM disclaims the creation of a physician/patient relationship and responsibility for any and all liability for injury and/or other damages, which result from an individual using the materials provided on the Internet, whether these claims are asserted by a physician or any other person. **Please consult with a physician about any health care concerns or questions that you may have.**

### No Warranties

It is our belief that the information contained on this website is accurate and timely, however, due to the scope of information and the rapid advances in the field of medicine and pain management, we can make no warranty or guarantee concerning the accuracy or reliability of the content at this site, or third party sites.

MAPM does not warrant or guarantee that this website service will be uninterrupted or error free, or that any of the content, information, and other material available on, or accessible through this website is free of viruses, or any other harmful components or elements.

Further, MAPM is providing this site and its contents on an "as is" basis and makes no representations or warranties of any kind with respect to this site or its contents. MAPM disclaims all such representations and warranties, including the warranties of merchantability and fitness for a particular purpose, and does not represent that the information provided by third parties accessible via this site is accurate, complete or current. MAPM recommends consulting with your physician, or pain doctor, regarding any questions or concerns on any information provided on this web site and conduct your own investigation prior to making any medical decisions.

### No Liability or Damages

Under no circumstances will MAPM be held liable for any damages including, but not limited to, direct, indirect, incidental, special, punitive, or consequential damages that result from use of, or inability to use, this website including, but not limited to, reliance on any portion of this website, or links accessible from this website, resulting in mistakes, omissions, errors, file deletion, computer or technical damage or interruptions, or any injury or damage that result from an individual using the treatments presented on this website.

### Indemnification

You agree to defend, indemnify and hold Metro Anesthesia and Pain Management, LLP harmless from any and all liabilities, costs and expenses, including reasonable attorneys' fees related to any violation of these terms and conditions.

### Governing Laws and Venue

MAPM is incorporated in the State of Iowa, which laws and regulations you agree shall govern the MAPM website regardless of where you reside or where you made your connection to the MAPM website. You agree to be bound by any and all applicable laws that may pertain to the site. If any case or controversy arises regarding your use of the MAPM website, you agree that such case or controversy will be arbitrated or decided in the State of Iowa.

### Changes in Terms and Conditions

MAPM reserves the right to change or modify these Terms and Conditions at any time, without notification. By utilizing this website, you acknowledge that you understand and are aware of all terms and conditions and you will be bound by them. If you do not wish to be bound by these terms and conditions, you should not access or use the website.