

PRIVACY POLICY

Effective Date: June 26th, 2026

Advanced Practice Nursing Specialists ("APNS," "we," "our," or "us") respects your privacy and is committed to protecting the confidentiality, integrity, and security of your personal and health information.

This Privacy Policy describes how APNS collects, uses, stores, protects, and discloses information obtained through our website, patient portal, telehealth platform, electronic communications, online forms, patient intake questionnaires, mobile devices, and other interactions with our practice.

Please read this Privacy Policy carefully before using our website or services.

By accessing our website, registering for an account, submitting information, scheduling an appointment, completing patient intake forms, communicating electronically with APNS, or receiving healthcare services from APNS, you acknowledge that you have read and understand this Privacy Policy.

This Privacy Policy applies only to information collected by APNS. It does not apply to third-party websites, pharmacies, laboratories, imaging centers, payment processors, or other organizations that may have separate privacy practices.

Our Commitment to Your Privacy

Protecting your privacy is an important part of providing quality healthcare.

APNS maintains administrative, technical, and physical safeguards designed to protect your personal information from unauthorized access, disclosure, alteration, misuse, or destruction.

We collect only the information reasonably necessary to:

- Provide healthcare services;
- Operate our medical practice;
- Maintain accurate medical records;
- Communicate with patients;
- Comply with legal and regulatory requirements; and
- Improve the quality and security of our services.

We strive to collect the minimum amount of information necessary to accomplish these purposes.

HIPAA and Protected Health Information (PHI)

Certain information collected by APNS is considered **Protected Health Information (PHI)** under the Health Insurance Portability and Accountability Act of 1996 ("HIPAA") and applicable state privacy laws.

When information qualifies as PHI, it is protected by our **Notice of Privacy Practices**, which explains how your medical information may be used and disclosed and describes your rights regarding your health information.

If there is any conflict between this Privacy Policy and our Notice of Privacy Practices regarding Protected Health Information, the Notice of Privacy Practices shall control.

Nothing in this Privacy Policy limits your rights under HIPAA or applicable state law.

Scope of this Privacy Policy

This Privacy Policy applies to information collected through:

- The APNS website;
- Patient registration;
- Online appointment scheduling;
- Telehealth appointments;
- Patient intake questionnaires;
- Secure patient portals;
- Electronic medical records;
- Electronic communications;
- Email communications;
- Text messaging;
- Telephone calls;
- Video visits;
- Online payment systems;
- Mobile devices used to access our services;
- Customer support interactions; and

- Any other electronic interaction with APNS.

This Privacy Policy also applies to information collected before, during, and after you become an APNS patient.

Information We Collect

Depending upon your interaction with APNS, we may collect various categories of personal information.

Personal Identification Information

Examples include:

- Name
- Date of birth
- Mailing address
- Email address
- Telephone number
- Emergency contact information
- Government-issued identification when required
- Photographs when voluntarily provided

Medical Information

When you become a patient, we may collect information necessary to provide safe medical care, including:

- Medical history
- Surgical history
- Family history
- Current symptoms
- Diagnoses
- Allergies
- Current medications
- Previous medications
- Immunizations
- Laboratory results
- Imaging reports

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- Vital signs
- Pharmacy information
- Health questionnaires
- Provider notes
- Treatment plans
- Follow-up recommendations

This information becomes part of your medical record.

Telehealth Information

During telehealth appointments we may collect information necessary to provide remote healthcare, including:

- Audio communications
- Video communications
- Images voluntarily submitted by patients
- Documents uploaded during visits
- Device information necessary to establish the connection
- Visit date and duration
- Technical connection information

Telehealth sessions are conducted using secure technology intended to protect patient privacy.

Financial Information

Because APNS is a **cash-pay, fee-for-service medical practice**, we collect certain financial information necessary to process payments.

This may include:

- Credit or debit card information
- Payment confirmations
- Billing address
- Transaction history

For security reasons, payment card information is generally processed through third-party payment processors and may not be stored directly by APNS.

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Website Information

When you visit our website, certain information may be collected automatically, including:

- Internet Protocol (IP) address
- Browser type
- Device type
- Operating system
- Pages visited
- Time spent on pages
- Referral source
- Date and time of visits
- General geographic region
- Website performance information

This information helps us improve website functionality, security, and user experience.

Communications

If you communicate with APNS, we may retain records of those communications, including:

- Emails
- Patient portal messages
- Text messages
- Telephone messages
- Appointment requests
- Customer service inquiries
- Feedback or surveys
- Support requests

These communications may become part of your medical record when appropriate.

Information You Voluntarily Provide

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You may voluntarily provide additional information through:

- Health assessments
- Medical questionnaires
- Educational surveys
- Feedback forms
- Requests for information
- Employment applications
- Contact forms

Providing this information is voluntary; however, certain information may be necessary for APNS to provide healthcare services safely and effectively.

Information We Do Not Intentionally Collect

APNS does not knowingly collect personal information from children under the age of 13 through our public website without appropriate parental or legal guardian involvement, except as otherwise permitted by law for the provision of healthcare services.

Additionally, APNS does not purchase consumer data from data brokers, compile consumer profiles for resale, or sell patient medical information to third parties for marketing purposes.

Accuracy of Information

Patients are responsible for ensuring that the information they provide to APNS is accurate, complete, and current.

Failure to provide complete or accurate information—including medications, allergies, medical conditions, or contact information—may affect our ability to safely evaluate, diagnose, or treat your medical condition.

Patients should promptly notify APNS whenever there are changes to their contact information, health history, medications, allergies, insurance status (if applicable), emergency contacts, or other important information.

Continuing the policy, here is **Part 2**, which focuses on how APNS collects, uses, and protects information while reflecting the operations of a **cash-pay telehealth medical**

practice rather than an insurance company.

How We Collect Your Information

APNS collects information in several ways depending on how you interact with our practice.

Information You Provide Directly

Most of the information we collect comes directly from you. This includes information you voluntarily provide when you:

- Register as a patient.
- Complete patient intake forms or health questionnaires.
- Schedule an appointment.
- Participate in a telehealth visit.
- Communicate with our providers or staff.
- Upload photographs, documents, or medical records.
- Make payments.
- Request prescription refills.
- Contact us through our website, patient portal, email, telephone, or text message.
- Complete surveys or provide feedback.

Providing certain information is voluntary; however, some information is necessary for APNS to safely evaluate, diagnose, and treat your medical condition. If required information is not provided, we may be unable to provide medical services.

Information Generated During Your Care

As part of providing healthcare, APNS creates and maintains medical records documenting your care.

These records may include:

- Provider evaluations
- Clinical notes
- Diagnoses
- Treatment recommendations
- Medication history
- Laboratory and imaging orders
- Medical correspondence

- Follow-up recommendations
- Communications related to your care

These records become part of your permanent medical record and are maintained in accordance with applicable federal and state laws.

Information Collected Automatically

When you visit the APNS website or patient portal, certain technical information may be collected automatically to improve website functionality, performance, and security.

This information may include:

- IP address
- Browser type and version
- Operating system
- Device type
- Internet service provider
- Date and time of access
- Pages viewed
- Navigation patterns
- Referring website
- Error logs
- Security logs

This information generally does not identify you personally unless combined with other information you voluntarily provide.

Cookies and Similar Technologies

Like most modern websites, APNS may use cookies and similar technologies to improve your browsing experience.

Cookies may help us:

- Remember website preferences.
- Maintain secure login sessions.
- Improve website functionality.
- Analyze website traffic.
- Measure website performance.

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- Identify technical problems.
- Enhance user experience.

Most web browsers allow you to refuse or delete cookies through your browser settings. Disabling cookies may affect certain website features or functionality.

Third-Party Technologies

APNS may use reputable third-party service providers to help operate our website and online services.

These providers may include:

- Website hosting companies
- Payment processors
- Secure patient portal providers
- Telehealth platform providers
- Appointment scheduling systems
- Website analytics providers
- Email communication platforms
- Text messaging services

These vendors are contractually required, where applicable, to maintain appropriate safeguards for the information they receive and may only use that information to perform services on behalf of APNS.

How We Use Your Information

APNS uses your information only for legitimate healthcare, business, legal, and operational purposes.

Providing Healthcare Services

The primary reason we collect information is to provide safe, effective, and individualized healthcare.

Your information may be used to:

- Evaluate your symptoms.

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- Establish diagnoses.
- Develop treatment plans.
- Prescribe medications.
- Order laboratory testing.
- Order diagnostic imaging.
- Coordinate referrals.
- Monitor treatment progress.
- Communicate with you regarding your care.
- Maintain accurate medical records.

Operating Our Practice

Your information also helps APNS operate efficiently and responsibly.

This may include:

- Scheduling appointments.
- Processing payments.
- Verifying patient identity.
- Maintaining patient accounts.
- Responding to patient questions.
- Managing provider schedules.
- Quality improvement activities.
- Staff training.
- Internal audits.
- Business planning.

Legal and Regulatory Compliance

We may use or disclose information when necessary to:

- Comply with HIPAA.
- Comply with applicable state laws.
- Respond to lawful subpoenas or court orders.
- Cooperate with governmental investigations.
- Report information required by law.
- Prevent fraud or abuse.
- Protect patient safety.
- Protect the rights and property of APNS.

Communications With Patients

APNS may contact you regarding your healthcare.

Communications may include:

- Appointment reminders.
- Prescription notifications.
- Laboratory or imaging results.
- Follow-up recommendations.
- Patient portal messages.
- Billing notifications.
- Practice announcements.
- Security alerts.
- Technical support.

These communications may occur by:

- Telephone
- Email
- Secure patient portal
- SMS/text message
- Postal mail

By providing your contact information, you authorize APNS to communicate with you using these methods as permitted by applicable law.

Text Messages and Email

Electronic communications are convenient but are not always completely secure.

Although APNS uses reasonable safeguards to protect your information, no method of electronic communication or internet transmission can be guaranteed to be completely secure.

Patients should avoid transmitting highly sensitive or urgent medical information through unsecured email.

Patients are responsible for notifying APNS if their telephone number, email address, or

other contact information changes.

Artificial Intelligence and Clinical Decision Support

APNS may utilize artificial intelligence (AI), machine learning technologies, clinical decision support tools, automation software, and similar technologies to assist with administrative functions, documentation, workflow management, scheduling, coding assistance, educational materials, research, quality improvement, and other operational activities.

These technologies are intended solely to support healthcare operations and improve efficiency.

Artificial intelligence is **never intended to replace the independent medical judgment of a licensed healthcare provider.**

All diagnoses, treatment recommendations, prescriptions, referrals, and medical decisions are made exclusively by appropriately licensed healthcare professionals.

Where permitted by law, APNS may also utilize de-identified or anonymized information for quality improvement, research, software optimization, and development of clinical tools. Information used for these purposes will not identify individual patients.

Marketing Communications

From time to time, APNS may send patients educational newsletters, health tips, announcements regarding new services, wellness information, or other communications that may be of interest.

Patients may opt out of non-essential marketing communications at any time by following the unsubscribe instructions contained in the communication or by contacting APNS directly.

Please note that patients cannot opt out of communications that are necessary for the administration of their healthcare, including appointment reminders, billing notices, prescription notifications, security alerts, or communications required by law.

Cash-Pay Practice and Insurance Privacy

APNS is a **cash-pay, fee-for-service medical practice** and generally does not bill health insurance plans for services provided by the practice.

Because APNS does not routinely submit insurance claims, we generally do not disclose patient information to insurance companies for purposes of claims processing, reimbursement, utilization review, or prior authorization activities.

If a patient requests documentation, an itemized receipt, or a superbill for possible reimbursement, APNS will disclose only the information reasonably necessary to prepare that documentation.

Any submission of documentation to an insurance company is generally the responsibility of the patient unless otherwise required by law or specifically agreed to by APNS.

Patients should understand that once information is voluntarily submitted to an insurance company or other third party, the privacy practices of that organization—not APNS—will govern the handling of that information.

Quality Improvement

APNS continually evaluates its services to improve patient care, safety, efficiency, education, and patient satisfaction.

Quality improvement activities may include internal chart reviews, workflow evaluations, patient satisfaction surveys, staff education, performance monitoring, and review of de-identified clinical information.

Whenever reasonably possible, quality improvement activities utilize de-identified information that does not identify individual patients.

How We Share Your Information

APNS respects the confidentiality of your personal and medical information. We do **not** sell patient medical information or disclose your information except as necessary to provide healthcare, operate our practice, comply with applicable laws, or with your

authorization.

We disclose information only when there is a legitimate healthcare, legal, operational, or business reason for doing so and only to the extent reasonably necessary.

Healthcare Providers Involved in Your Care

Your information may be shared with licensed healthcare professionals involved in your care, including APNS providers and authorized clinical staff who require access to your information in order to provide treatment, coordinate care, maintain your medical record, or perform other healthcare operations.

Whenever practical, access to patient information is limited to individuals who require the information to perform their assigned responsibilities.

Pharmacies

If your provider determines that a prescription is medically appropriate, APNS will transmit the prescription and the minimum necessary patient information to the pharmacy selected by you.

Information shared with the pharmacy may include:

- Name
- Date of birth
- Contact information
- Prescription information
- Allergies when appropriate
- Other information necessary to safely dispense medications

Once a prescription has been transmitted, the pharmacy becomes independently responsible for protecting your information in accordance with its own privacy practices and applicable laws.

Laboratories and Diagnostic Imaging Providers

If laboratory testing or diagnostic imaging is medically indicated, APNS may disclose the minimum necessary information needed to process those orders.

Information shared may include:

- Patient identification information
- Ordering provider information
- Diagnosis codes
- Clinical information supporting the order
- Contact information
- Insurance information if voluntarily provided by the patient for the laboratory or imaging center

Laboratories and imaging facilities operate independently from APNS and maintain their own privacy policies.

Consulting Physicians and Specialists

When medically appropriate, APNS may refer patients to specialists or consult with other healthcare professionals.

Only the information reasonably necessary to coordinate your care will be shared.

Examples include:

- Referral letters
- Medical history
- Medication lists
- Laboratory results
- Imaging reports
- Clinical notes

Whenever possible, referrals are made with the patient's knowledge and participation.

Business Associates and Service Providers

Like most healthcare organizations, APNS works with carefully selected third-party companies that assist in operating our practice.

Examples include companies that provide:

- Electronic health record systems
- Secure cloud hosting
- Telehealth platforms
- Payment processing
- Appointment scheduling
- Secure patient portals
- Website hosting
- Email communications
- Text messaging services
- Information technology support
- Data backup and disaster recovery
- Legal and accounting services

Where required by HIPAA, these companies operate under Business Associate Agreements (BAAs) or other contractual arrangements requiring them to maintain the confidentiality and security of patient information and to use the information only for authorized purposes.

Payment Processing

Payments made through APNS are generally processed by secure third-party payment processors.

To protect patient financial information, APNS generally does not store complete credit card numbers or other sensitive payment credentials on its own systems.

Payment processors maintain their own security procedures and privacy policies.

Cash-Pay Practice and Insurance

Because APNS is a **cash-pay, fee-for-service medical practice**, we generally **do not**

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submit medical claims to insurance companies and therefore generally do not disclose patient information to insurance carriers for billing, utilization review, or reimbursement purposes.

If a patient requests an itemized receipt or superbill for possible reimbursement, APNS will prepare the requested documentation using information contained within the patient's medical record.

The patient is solely responsible for submitting this documentation to his or her insurance company.

APNS does **not** routinely communicate with insurance companies regarding:

- Claims
- Coverage determinations
- Prior authorizations
- Appeals
- Peer-to-peer reviews
- Medical necessity reviews
- Benefits verification
- Reimbursement

Should a patient independently choose to submit medical information to an insurance company, the handling of that information thereafter is governed by the privacy practices of the insurance company—not APNS.

Legal Requirements

APNS may disclose information without patient authorization when required or permitted by applicable federal or state law.

Examples include:

- Court orders
- Subpoenas
- Mandatory reporting laws
- Public health reporting
- Child abuse reporting
- Elder abuse reporting
- Certain communicable disease reporting
- Law enforcement requests when legally required

- Regulatory investigations

Whenever practical and legally permitted, APNS will disclose only the minimum amount of information necessary to comply with the legal requirement.

Protection of Health and Safety

APNS may disclose information when we reasonably believe disclosure is necessary to:

- Prevent serious harm to a patient or another person;
- Protect public health;
- Respond to medical emergencies;
- Prevent fraud or criminal activity;
- Protect the legal rights of APNS, our providers, staff, or patients.

Such disclosures are made only as permitted or required by applicable law.

Business Transfers

If APNS undergoes a merger, acquisition, corporate restructuring, sale of assets, change in ownership, bankruptcy proceeding, or similar business transaction, patient information may be transferred as part of that transaction to the extent permitted by applicable law.

Any successor organization will remain responsible for protecting patient information in accordance with applicable privacy laws.

Information We Never Sell

APNS values patient trust.

Accordingly, APNS does **not** sell Protected Health Information (PHI), patient medical records, diagnoses, prescription histories, laboratory results, or other individually identifiable medical information to advertisers, data brokers, marketing companies, or other third parties.

Likewise, APNS does not permit third parties to purchase access to patient medical

records for advertising or commercial marketing purposes.

Data Retention

APNS retains patient records and other information for the period required by applicable federal and state laws, professional licensing requirements, accreditation standards, and legitimate business purposes.

After the applicable retention period has expired, records may be securely destroyed, deleted, or permanently de-identified in accordance with applicable legal requirements and accepted industry practices.

Electronic backup copies may remain temporarily available as part of routine disaster recovery systems until automatically overwritten or securely deleted.

Your Privacy Choices

You may choose whether to provide certain personal information to APNS.

However, if you choose not to provide information necessary for safe medical care, identity verification, payment processing, or legal compliance, APNS may be unable to provide healthcare services.

Patients are encouraged to notify APNS promptly whenever their contact information, medications, allergies, emergency contacts, or other important information changes so that our records remain accurate.

Below is a revised **final section** that is written in a more polished, legal style and is consistent with the rest of the APNS policies you've been building. I've also incorporated your contact email.

Your Privacy Rights

APNS is committed to protecting your privacy and honoring your rights under the Health Insurance Portability and Accountability Act of 1996 (HIPAA), the Health Information Technology for Economic and Clinical Health (HITECH) Act, applicable state privacy laws, and other federal and state laws governing the protection of personal and health information.

Subject to applicable law, you may have the right to:

- Access and obtain a copy of your medical records and Protected Health Information (PHI).
- Request corrections or amendments to your medical records if you believe information is inaccurate or incomplete.
- Request restrictions on certain uses or disclosures of your Protected Health Information, although APNS is not required to agree to every requested restriction.
- Request confidential communications through alternative methods or at alternative locations, when reasonably available.
- Request an accounting of certain disclosures of your Protected Health Information as required by HIPAA.
- Revoke a previously granted authorization for the disclosure of your information, except where disclosure has already occurred in reliance upon your authorization.
- Receive a copy of the APNS Notice of Privacy Practices.
- File a complaint regarding your privacy rights without fear of retaliation.

Certain requests may be subject to legal exceptions, record retention requirements, or other limitations established under applicable law.

Cookies, Analytics, and Website Technologies

Like most modern websites, the APNS website uses cookies and similar technologies to improve website performance, maintain security, remember user preferences, and better understand how visitors interact with our website.

Cookies may be used to:

- Maintain secure browsing sessions;
- Improve website functionality;

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- Analyze website traffic;
- Identify technical problems;
- Enhance website performance;
- Improve educational content and user experience.

Patients may configure their browser to reject or delete cookies. However, disabling cookies may affect certain website features or functionality.

APNS may also use reputable analytics providers, such as Google Analytics or similar services, to better understand website performance. Analytics data generally includes anonymous or aggregated information such as:

- Device type;
- Browser type;
- Operating system;
- Approximate geographic region;
- Pages visited;
- Time spent on pages;
- Referral source; and
- Website performance metrics.

Whenever practical, analytics information is reviewed in aggregate and is not used to identify individual visitors.

Artificial Intelligence and Emerging Technologies

APNS may utilize artificial intelligence (AI), machine learning technologies, automation software, and clinical decision-support tools to improve administrative efficiency, documentation, scheduling, coding assistance, workflow optimization, quality improvement initiatives, patient education materials, and other operational functions.

Artificial intelligence is used solely as a support tool.

AI is never intended to replace the independent professional judgment of a licensed healthcare provider.

All diagnoses, treatment recommendations, prescriptions, referrals, and clinical decisions are made exclusively by appropriately licensed healthcare professionals following review of the patient's individual medical history, symptoms, and clinical presentation.

Where permitted by applicable law, APNS may use de-identified or anonymized information for quality improvement, software optimization, operational analytics, research, and the development of educational resources. Such information is stripped of personally identifying information before being used for these purposes.

Electronic Communications

Patients may choose to communicate electronically with APNS through secure patient portals, email, text messaging, telehealth platforms, or other approved communication methods.

Electronic communications may include:

- Appointment reminders;
- Registration confirmations;
- Patient portal notifications;
- Prescription updates;
- Laboratory notifications;
- Billing communications;
- Educational resources;
- Practice announcements;
- Security notifications.

Although APNS uses commercially reasonable administrative, technical, and physical safeguards to protect electronic communications, no electronic communication system can be guaranteed to be completely secure.

Patients acknowledge that communications transmitted over the Internet or through wireless networks involve inherent security risks.

Patients should not use unsecured email or text messaging to communicate urgent medical concerns or highly sensitive medical information unless specifically instructed to do so by APNS.

Patients may opt out of non-essential marketing communications at any time. However, APNS may continue to send communications necessary for healthcare, billing, legal compliance, account security, or operation of the practice.

Third-Party Websites

For the convenience of our patients, the APNS website may contain links to third-party websites, government agencies, professional organizations, pharmacies, laboratories, educational resources, or other external websites.

These links are provided solely as a convenience.

APNS does not own, operate, control, endorse, or assume responsibility for the privacy practices, security, availability, or content of third-party websites.

Patients who choose to visit third-party websites should review the privacy policies and terms of use applicable to those websites before providing personal information.

Children's Privacy

The APNS website is intended for use by adults and individuals seeking healthcare services for themselves or their dependents.

APNS does not knowingly collect personal information directly from children under the age of thirteen (13) through its public website without appropriate parental or legal guardian involvement, except as otherwise permitted by applicable law in connection with the delivery of healthcare services.

If APNS becomes aware that personal information has been collected from a child in violation of applicable law, reasonable steps will be taken to remove such information when appropriate.

International Visitors

The APNS website is owned and operated within the United States and is intended primarily for individuals located within the United States.

If you access this website from another country, you acknowledge that any information submitted through the website may be transferred to, processed, and stored in the United States, where privacy laws may differ from those of your country of residence.

Changes to this Privacy Policy

Healthcare regulations, technology, business operations, and legal requirements change over time.

Accordingly, APNS reserves the right to modify or update this Privacy Policy at any time without prior notice.

When changes are made, the revised Privacy Policy will be posted on the APNS website with a revised Effective Date.

Your continued use of the APNS website or services after any revisions become effective constitutes your acknowledgment and acceptance of the updated Privacy Policy.

Contact Us

If you have questions regarding this Privacy Policy, your privacy rights, or APNS's information practices, please contact us:

Advanced Practice Nursing Specialists (APNS)

Website: <https://www.apnshealth.com>

Email: info@apnshealth.com

For your protection, please do **not** send confidential medical information, prescription requests, photographs, or other Protected Health Information (PHI) through unsecured email. Patients should use the secure patient portal whenever possible for communications regarding their medical care.

Your Acknowledgment

By accessing or using the APNS website, registering as a patient, completing intake forms, scheduling an appointment, communicating electronically with APNS, or receiving healthcare services from APNS, you acknowledge that you have read, understood, and agree to the terms of this Privacy Policy.

This Privacy Policy should be read together with the APNS **Notice of Privacy Practices**,

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Website Disclaimer, Telehealth Consent, Financial Policy, Terms of Use, Refund Policy, and any other policies or agreements applicable to the services you receive. In the event of any conflict concerning the use or disclosure of Protected Health Information, the APNS Notice of Privacy Practices and applicable federal or state law shall govern.

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