

Privacy Policy

Last Updated: February 6, 2026

Who We Are

Bluegrass Telehealth Services, LLC ("we," "us," or "our") provides telehealth services, including medical weight loss care, to patients in Kentucky, Colorado, and Virginia. We are committed to protecting your privacy and safeguarding your personal and health information.

Information We Collect

We may collect personal information such as your name, email address, phone number, date of birth, and billing information. We may also collect health information including medical history, health questionnaires, weight, height, and treatment or prescription information. Some of this information may be considered Protected Health Information (PHI) under HIPAA. We also collect limited technical information such as IP address, browser type, and website usage data.

How We Use Your Information

We use your information to provide telehealth services, determine eligibility for treatment, communicate with you about your care, process payments, improve our services, and comply with legal requirements.

HIPAA & Health Information

When applicable, we protect your health information in compliance with HIPAA. Your health information is used only for treatment, payment, and healthcare operations unless otherwise permitted by law. We do not use or disclose health information for marketing without your authorization.

Sharing Information

We may share information with licensed healthcare providers involved in your care, pharmacies fulfilling prescriptions, third-party service providers required to protect your data, and government authorities when required by law. We do not sell personal or health information.

Colorado Privacy Rights

Colorado residents have rights under the Colorado Privacy Act, including the right to access, correct, delete, or obtain a copy of their personal data and to opt out of the sale of personal data or targeted advertising. Bluegrass Telehealth Services, LLC does not sell personal data or use it for targeted advertising.

Website Forms & Cookies

Information submitted through website forms may include personal or health data. While we take reasonable steps to protect this information, no system is completely secure. Our website may use cookies to improve functionality, which you can disable in your browser settings.

Data Security

We use reasonable administrative, technical, and physical safeguards to protect your information. Access to sensitive data is limited to authorized personnel only.

Policy Updates

We may update this Privacy Policy from time to time. Any changes will be posted with an updated effective date.

Contact Information

Bluegrass Telehealth Services, LLC

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States of Operation: Kentucky, Colorado, Virginia