

Privacy Policy for Quality Telehealth NP in Psychiatry, PLLC

Effective Date: 09/22/2023

Introduction

Welcome to Quality Telehealth NP in Psychiatry, PLLC ("we," "our," or "us"). We are committed to protecting the privacy and confidentiality of your personal information. This Privacy Policy outlines our practices concerning the collection, use, disclosure, and protection of your personal information when you access our telepsychiatry services. By using our services, you agree to the terms of this Privacy Policy.

Information We Collect

1. **Personal Information:** We may collect personal information about you, including but not limited to your name, date of birth, contact information (email address, phone number, mailing address), and medical history.
2. **Health Information:** In the context of our telepsychiatry services, we will collect and store your medical and mental health information, including diagnoses, treatment plans, progress notes, and any other information you provide during sessions or through forms and questionnaires.
3. **Payment Information:** If you choose to pay for our services, we will collect and process payment information such as credit card details or other financial information necessary for billing purposes.
4. **Communication Data:** We may collect data related to your interactions with our services, including logs, communication history, and chat or video call records.
5. **Technical Information:** We automatically collect certain technical information about your use of our website and platform, including your IP address, browser type, operating system, and device information.

How We Use Your Information

We use the information we collect for the following purposes:

1. **Providing Telepsychiatry Services:** We use your personal and health information to provide telepsychiatry services, including assessments, diagnoses, and treatment.
2. **Billing and Payment:** We use your payment information to process payments and invoices for our services.
3. **Communication:** We may use your contact information to communicate with you about appointments, service updates, and other important information related to your treatment.
4. **Improvement and Research:** We may use de-identified and aggregated data for research and to improve our services.
5. **Compliance and Legal Obligations:** We may use your information to comply with legal obligations, including maintaining accurate records and reporting requirements.

Disclosure of Your Information

We may disclose your personal and health information in the following circumstances:

1. **Treatment Providers:** We may share your information with psychiatrists, therapists, and other healthcare providers involved in your treatment.
2. **Service Providers:** We may engage third-party service providers to assist with the operation of our platform, and they may have access to your information for this purpose.
3. **Legal Obligations:** We may disclose your information to comply with legal requirements, such as responding to a court order or law enforcement request.
4. **Research and Analytics:** We may share de-identified and aggregated data with research partners and analytics providers.

Data Security

We take the security of your personal and health information seriously. We take reasonable measures to protect your personal and health information from unauthorized access, disclosure, alteration, or destruction. However, no method of transmission over the internet or electronic storage is 100% secure, and we cannot guarantee the absolute security of your information.

Your Choices

You have certain rights concerning your personal information, including the right to access, correct, or delete your data. You may also have the right to request the restriction of certain processing activities or the portability of your data. To exercise these rights, please contact us at info@qualitytelepsychiatry.com.

Retention

We will retain your personal and health information for as long as necessary to fulfill the purposes outlined in this Privacy Policy, unless a longer retention period is required or permitted by law.

Changes to this Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our practices or for other operational, legal, or regulatory reasons. Any changes will be effective immediately upon posting on our website. We encourage you to review this Privacy Policy periodically.

Contact Us

If you have any questions, concerns, or requests related to this Privacy Policy, please contact us at:

Quality Telehealth NP in Psychiatry, PLLC
401 New Karner Road, Suite 301
Albany, NY 12205
838-200-6310
info@qualitytelepsychiatry.com

Conclusion

By using our telepsychiatry services, you acknowledge that you have read and understood this Privacy Policy and agree to its terms. Your continued use of our services constitutes your acceptance of this Privacy Policy and any updates thereto.