



Our Commitment to Your Privacy

At **Bayo Mental Healthcare Services LLC**, we understand the importance of protecting your personal health information. We are committed to maintaining the privacy, confidentiality, and security of your Protected Health Information (PHI) in accordance with the Health Insurance Portability and Accountability Act (HIPAA), applicable federal regulations, and the laws of Maryland and the District of Columbia.

This Notice describes how your medical information may be used and disclosed, your privacy rights, and our legal responsibilities regarding your health information.

How We May Use and Disclose Your Health Information

Treatment

We may use and disclose your health information to provide psychiatric evaluations, medication management, psychotherapy, telepsychiatry services, care coordination, referrals, consultations, laboratory review, and communication with other healthcare professionals involved in your treatment.

Payment

We may use your health information to bill and receive payment from health insurance plans, Medicare, Medicaid, managed care organizations, employee assistance programs, or other responsible payers.

Examples include:

- Verifying insurance eligibility
 - Obtaining prior authorizations
 - Processing claims
 - Collecting payment
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Healthcare Operations

We may use your information to improve the quality of our services, including:

- Quality improvement activities
 - Clinical supervision
 - Staff education and training
 - Licensing and accreditation
 - Risk management
 - Internal audits
 - Business administration
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Appointment Reminders

We may contact you by telephone, voicemail, secure email, text message, patient portal, or mail regarding appointments, treatment follow-up, prescription refills, or other healthcare-related communications.

Individuals Involved in Your Care

With your permission, or as otherwise permitted by law, we may share information with family members, caregivers, legal guardians, or others involved in your care.

Public Health and Legal Requirements

We may disclose your information when required by federal, state, or local law, including:

- Court orders
- Public health reporting
- Abuse or neglect reporting
- Health oversight activities
- Law enforcement requests

- Workers' compensation claims
 - National security purposes
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Preventing Serious Harm

We may disclose information when necessary to prevent or lessen a serious and imminent threat to your health or safety or that of another person, as permitted by applicable law.

Business Associates

We may share information with trusted vendors who perform services on our behalf, such as:

- Electronic Health Record (EHR) providers
- Billing companies
- Secure telehealth platforms
- Practice management software
- Information technology providers

These organizations are legally required to safeguard your information.

Uses Requiring Your Written Authorization

Your written authorization is required before we disclose information for purposes not otherwise permitted by law, including:

- Most disclosures of psychotherapy notes
- Marketing communications (when applicable)
- Other disclosures not described in this Notice

You may revoke your authorization at any time in writing.

Your Rights

You have the right to:

- Inspect and receive a copy of your medical records (subject to applicable legal limitations).
 - Request corrections to your health information.
 - Request confidential communications.
 - Request restrictions on certain disclosures.
 - Receive an accounting of certain disclosures.
 - Obtain a paper or electronic copy of this Notice.
 - File a complaint if you believe your privacy rights have been violated.
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Our Responsibilities

Bayo Mental Healthcare Services LLC is required by law to:

- Maintain the privacy of your Protected Health Information.
 - Provide this Notice of Privacy Practices.
 - Notify you following a breach of unsecured Protected Health Information when required by law.
 - Comply with the terms of this Notice.
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Telehealth Privacy

Our telepsychiatry services utilize secure, encrypted technology designed to protect your privacy. Although every reasonable safeguard is implemented, electronic communications carry inherent risks.

Patients are encouraged to participate in telehealth appointments from a private location and use secure internet connections whenever possible.



Questions or Complaints

If you have questions regarding this Notice or wish to exercise your privacy rights, please contact:

Privacy Officer

Bayo Mental Healthcare Services LLC

Phone: _____

Email: _____

You may also file a complaint with the U.S. Department of Health and Human Services Office for Civil Rights. You will not be retaliated against for filing a complaint.

WEBSITE PRIVACY POLICY

Effective Date: _____

Welcome to the website of **Bayo Mental Healthcare Services LLC**. Protecting your privacy is important to us. This Privacy Policy explains how information collected through our website is used, stored, and protected.

Information We Collect

Depending on how you use our website, we may collect:

Personal Information

- Name
- Telephone number
- Email address
- Mailing address
- Appointment requests
- Information voluntarily submitted through contact forms



Please do not submit confidential medical information through website contact forms unless specifically instructed to do so.

Automatically Collected Information

When visiting our website, we may automatically collect:

- IP address
 - Browser type
 - Device information
 - Operating system
 - Pages visited
 - Date and time of access
 - Website usage statistics
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Cookies

Our website may use cookies and similar technologies to:

- Improve website functionality
- Remember user preferences
- Analyze website traffic
- Enhance user experience

You may disable cookies through your browser settings.

How We Use Your Information

Information collected may be used to:

- Respond to inquiries
- Schedule appointments



- Communicate regarding services
 - Improve website performance
 - Maintain website security
 - Comply with legal obligations
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Electronic Communications

If you contact us through email or website forms, please understand that standard email may not be completely secure.

For confidential healthcare communications, we encourage patients to use our secure patient portal whenever available.

Telehealth Services

Patients receiving telepsychiatry services will receive additional informed consent regarding telehealth privacy, technology requirements, and confidentiality protections before treatment begins.

Third-Party Services

Our website may use third-party vendors for services including:

- Secure patient portals
- Appointment scheduling
- Telehealth platforms
- Payment processing
- Website analytics

These companies maintain their own privacy policies and security practices.



Information Sharing

We do not sell or rent your personal information.

Information may only be disclosed:

- As authorized by you
- As permitted or required by law
- To business associates performing services on our behalf under appropriate confidentiality agreements

Data Security

We maintain administrative, technical, and physical safeguards designed to protect your information against unauthorized access, disclosure, alteration, or destruction.

Although we strive to use commercially reasonable security measures, no method of internet transmission or electronic storage can be guaranteed to be completely secure.

Children's Privacy

Our website is not intended for children under the age of 13 without parental or legal guardian involvement.

External Links

Our website may contain links to third-party websites for your convenience. Bayo Mental Healthcare Services LLC is not responsible for the privacy practices or content of external websites.

Changes to This Privacy Policy

We reserve the right to modify this Privacy Policy at any time. Updated versions will be posted on this website with the revised effective date.



Contact Information

Bayo Mental Healthcare Services LLC

Phone: _____

Email: _____