

Core Psychiatric and Psychological Services

Consumer Privacy Policy

Effective Date: 4/30/2026

1. Introduction

Core Psychiatric and Psychological Services is committed to protecting the privacy and confidentiality of our clients' personal and health information. This Privacy Policy explains how we collect, use, disclose, and safeguard your information in accordance with applicable laws, including the Health Insurance Portability and Accountability Act (HIPAA).

2. Information We Collect

We may collect the following types of information:

a. Personal Information

- Name, address, phone number, email
- Date of birth
- Emergency contact information

b. Health Information (Protected Health Information – PHI)

- Medical and mental health history
- Treatment plans and progress notes
- Diagnosis and clinical records
- Insurance and billing information

c. Technical Information

- IP address (if using online services or telehealth)
- Device/browser information
- Appointment scheduling data

3. How We Use Your Information

We use your information to:

- Provide and coordinate therapy services
- Develop treatment plans
- Communicate with you regarding appointments and care
- Process billing and insurance claims
- Comply with legal and regulatory requirements

4. Disclosure of Information

We may share your information in the following circumstances:

a. With Your Consent

We will obtain written authorization before sharing your information for purposes not outlined in this policy.

b. For Treatment, Payment, and Healthcare Operations

- Coordination with other healthcare providers
- Insurance companies for billing
- Internal administrative purposes

c. As Required by Law

We may disclose information when required to:

- Comply with legal proceedings
- Report suspected abuse or neglect
- Prevent serious harm to you or others
- Respond to public health authorities

5. Your Rights

You have the right to:

- Access and request copies of your records
- Request corrections to your information
- Request restrictions on certain disclosures
- Receive a list of disclosures (accounting)
- Request confidential communications
- File a complaint without retaliation

6. Data Security

We implement appropriate administrative, technical, and physical safeguards to protect your information, including:

- Secure electronic health record systems
- Encrypted communications when applicable
- Limited access to authorized personnel only

7. Telehealth and Electronic Communication

If you participate in telehealth services:

- We use secure, HIPAA-compliant platforms
- There are inherent risks with electronic communication
- You may withdraw consent for telehealth at any time

8. Retention of Records

We retain client records in accordance with state and federal laws. After the required retention period, records are securely destroyed.

9. Changes to This Policy

We reserve the right to update this Privacy Policy at any time. Updated versions will be posted in our office and/or on our website with a revised effective date.

10. Contact Information

If you have questions or concerns about this policy or your privacy rights, please contact:

DeLean Shepler, Human Resource Manager

CORE Psychiatric & Psychological Services
1324 Chestnut Avenue, DuBois, PA 15801
(814) 371-1088
