
Privacy Practices and Terms of Service

1. Information We Collect

As part of providing psychiatric care, we may collect the following personal information:

- **Patient information:** name, date of birth, address, phone number, email address, insurance details, and medical/psychiatric history.
- **Communication preferences:** including your choice to opt-in for SMS/text messaging.
- **Usage data:** information related to how you interact with our website, forms, and communication services.

2. How Your Information is Used

We use the information we collect to:

- Provide psychiatric treatment and care.
- Schedule and manage appointments.
- Communicate regarding treatment, care updates, and administrative matters.
- Send informational, conversational, or promotional messages **only if you provide explicit consent**.
- Comply with legal, regulatory, and professional requirements.

3. Sharing of Information

- We **do not sell, rent, or share your personal or medical information with third parties** except as required by law or to coordinate your care with other providers when necessary.
- **No mobile opt-in or text message consent will be shared with third parties or affiliates.**
- Any third-party service providers engaged (such as secure messaging platforms) must comply with HIPAA and maintain strict privacy safeguards.

4. SMS/Text Messaging Consent

By checking the box and providing your mobile number, you agree to receive the following types of SMS from **Downeast Psychiatry Services**:

- **Conversational** (e.g., two-way communication with staff)

- **Informational** (e.g., appointment reminders, care instructions, medication refill alerts)
- **Promotional** (e.g., wellness updates, new services offered)

Disclosure Statement

If you consent to receive SMS from **Downeast Psychiatry Services**, you agree to receive the selected message types from us. Conversational (e.g., two-way communication with staff)

Informational (e.g., appointment reminders, care instructions, medication refill alerts),

Promotional (e.g., wellness updates, new services offered)

- Reply **STOP** to opt-out.
- Reply **HELP** for support.
- Message and data rates may apply.
- Messaging frequency may vary.

☐ I consent to receive **Conversational (e.g., two-way communication with staff), Informational (e.g., appointment reminders, care instructions, medication refill alerts), Promotional (e.g., wellness updates, new services offered)** SMS from **Downeast Psychiatry Services**. Reply STOP to opt-out; Reply HELP for support; Message and data rates may apply; Messaging frequency may vary. [Privacy Policy URL]

Terms of Service

1. Acceptance of Terms

By using our services, including psychiatric treatment, appointment scheduling, and communications (including SMS/text messaging, if opted in), you agree to these Terms of Service and our Privacy Practices.

2. Eligibility

Services are provided to individuals who are patients of our practice. You must be of legal age in your state to consent to treatment or have a legal guardian consent on your behalf.

3. Communications

If you consent to SMS/text messaging:

- You authorize us to send the selected message types (conversational, informational, promotional).

- You may opt out at any time by replying STOP.
- Standard messaging and data rates apply.
- Messaging frequency may vary depending on service needs.

4. Patient Responsibilities

You agree to:

- Provide accurate and current personal, medical, and contact information.
- Use communication services appropriately and not misuse or abuse SMS, email, or patient portals.
- Follow clinical recommendations and practice policies.

5. Limitation of Liability

Our practice is not liable for:

- Delays, failures, or errors in SMS or email delivery due to third-party carriers.
- Unauthorized access to your information if you share your phone, email, or account access.
- Any indirect, incidental, or consequential damages arising from your use of our services.

6. Privacy & Security

We comply with HIPAA and maintain appropriate safeguards to protect your health information. See the **Privacy Practices** section above for details.

7. Governing Law

These Terms of Service are governed by the laws of the state in which our practice is located.

8. Contact Information

If you have questions about this Privacy Policy or Terms of Service, please contact us at:

Downeast Psychiatry Services

89 Main St. Suite D Machias, ME 04654

207-263-5040

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