

NOTICE OF PRIVACY PRACTICES

Effective Date: June 13, 2026

THIS NOTICE DESCRIBES HOW YOUR HEALTH INFORMATION MAY BE USED AND DISCLOSED AND HOW YOU CAN OBTAIN ACCESS TO THIS INFORMATION. PLEASE REVIEW IT CAREFULLY.

Our Commitment to Your Privacy

Wylde Psychological is committed to protecting the privacy and confidentiality of your protected health information ("PHI"). We understand that mental health information is deeply personal and are dedicated to safeguarding it in accordance with federal and Tennessee law, professional ethical standards, and applicable licensing requirements.

This Notice explains how your health information may be used and disclosed, your rights regarding that information, and our legal responsibilities under the Health Insurance Portability and Accountability Act (HIPAA), the Health Information Technology for Economic and Clinical Health (HITECH) Act, and applicable Tennessee law.

When Tennessee law provides greater protection than HIPAA, Wylde Psychological will follow the law that provides the greater privacy protection.

What Is Protected Health Information?

Protected Health Information (PHI) includes information that identifies you and relates to your physical or mental health condition, the healthcare services you receive, or payment for those services.

PHI may exist in written, electronic, audio, photographic, or other formats.

Your clinical record generally includes intake forms, diagnoses, treatment plans, progress notes, billing records, reports, correspondence, and other documentation related to your care.

Psychotherapy notes, when maintained separately from the rest of your medical record, receive additional protections under HIPAA and generally may not be disclosed without your written authorization except as specifically permitted by law.

How We May Use and Disclose Your Information

Treatment

We may use or disclose your PHI to provide, coordinate, or manage your psychological care.

Examples include:

- Providing psychotherapy services
- Conducting psychological evaluations
- Consulting with your physician or another healthcare provider involved in your care
- Referring you to another provider
- Coordinating care with your written authorization or as otherwise permitted by law

Payment

We may use your PHI to bill and collect payment for services rendered. This may include submitting claims to insurance companies, obtaining prior authorization, or communicating with you regarding your account.

If you pay for a service completely out of pocket, you have the right to request that information related solely to that service not be disclosed to your health plan for payment or healthcare operations purposes. We will honor such requests unless disclosure is otherwise required by law.

Healthcare Operations

We may use your PHI for activities necessary to operate the practice, including:

- Quality improvement
- Licensing compliance
- Peer consultation
- Accreditation
- Audits
- Legal consultation
- Risk management
- Staff training
- Administrative operations

Business Associates

Wylde Psychological may disclose PHI to outside companies or professionals who perform services on behalf of the practice.

Examples include:

- Electronic health record vendors
- Secure cloud storage providers
- Billing services
- Information technology providers
- Accountants
- Attorneys
- Collection agencies
- Secure communication platforms

These entities are required by law and written agreement to appropriately safeguard your information.

Electronic Communication

You may choose to communicate with the practice through email, text messaging, patient portals, or other electronic means. Although reasonable security measures are used, electronic communications carry inherent privacy risks.

By choosing electronic communication, you acknowledge these risks and understand that complete confidentiality cannot be guaranteed despite reasonable safeguards.

Telehealth Services

Protected health information generated during telehealth services receives the same legal protections as information generated during in-person treatment. Wylde Psychological utilizes reasonable administrative, physical, and technical safeguards to protect the confidentiality of telehealth communications.

Artificial Intelligence-Assisted Technology

Wylde Psychological may utilize artificial intelligence-assisted technologies to improve administrative efficiency, documentation support, scheduling, drafting communications, or other clinical workflow functions.

When AI-assisted technologies are utilized in connection with protected health information, they are used in a manner intended to comply with applicable privacy laws, ethical standards, and contractual safeguards designed to protect patient confidentiality. Protected health information is never sold or used for marketing purposes.

Uses Requiring Your Written Authorization

Except as otherwise permitted or required by law, we will obtain your written authorization before disclosing your protected health information to third parties.

Examples include:

- Communication with schools
- Attorneys
- Family members not otherwise involved in your care
- Employers
- Disability agencies
- Other third parties

You may revoke an authorization at any time in writing except to the extent action has already been taken in reliance upon that authorization.

Uses and Disclosures Permitted or Required by Law

Federal and Tennessee law permit or require disclosure of protected health information without your authorization in certain circumstances, including:

- Reporting suspected child abuse or neglect
- Reporting abuse, neglect, or exploitation of vulnerable adults
- Compliance with court orders or lawful judicial proceedings
- Health oversight activities
- Public health reporting
- Certain law enforcement purposes
- Workers' compensation claims
- To prevent or lessen a serious and imminent threat to the health or safety of you or another person
- Specialized governmental functions
- Other disclosures required by applicable federal or Tennessee law

Substance Use Disorder Records

If this practice creates or maintains records that are subject to the federal confidentiality protections governing substance use disorder treatment records (42 CFR Part 2), those records may receive additional protections beyond HIPAA. Any disclosure of such records will comply with applicable federal and state law.

Psychological Testing Materials and Raw Data

As part of psychological assessment services, Wylde Psychological may create or maintain standardized psychological test materials, test questions, answer booklets, scoring protocols, raw test data, examiner notes, and related assessment information.

While you have the right to inspect and obtain a copy of your designated record set as permitted by applicable law, certain psychological testing materials and raw data may be excluded from direct release to protect the integrity, security, and validity of standardized psychological instruments and to comply with professional ethical standards, copyright laws, licensing agreements, and test publisher requirements.

Psychological test materials or raw data may be released to another licensed psychologist or other qualified healthcare professional designated by you for purposes of treatment, consultation, or independent review when appropriate and permitted by law.

Nothing in this Notice limits your rights under HIPAA or Tennessee law to access your protected health information. Requests for testing records will be reviewed individually in accordance with applicable law while balancing your right of access with the ethical obligation to maintain the security and appropriate interpretation of psychological testing materials.

Your Rights

You have the right to:

- Inspect and obtain a copy of your designated record set, subject to applicable legal exceptions.
- Request an electronic copy of your records when readily producible.
- Request that your records be transmitted directly to another person or entity designated by you in writing.

- Request amendments to your health information if you believe information is inaccurate or incomplete.
- Request restrictions on certain uses or disclosures of your information.
- Request confidential communications by alternative means or at alternative locations.
- Receive an accounting of certain disclosures made without your authorization.
- Receive a paper copy of this Notice, even if you previously agreed to receive it electronically.
- Revoke an authorization previously provided, except where action has already been taken.
- Receive notification if a breach of unsecured protected health information affecting you occurs.
- File a complaint regarding the privacy or security of your information without fear of retaliation.

Our Responsibilities

Wylde Psychological is required by law to:

- Maintain the privacy and security of your protected health information.
- Provide you with this Notice of Privacy Practices.
- Abide by the terms of this Notice currently in effect.
- Notify you following a breach of unsecured protected health information when required by law.
- Comply with applicable federal and Tennessee confidentiality laws.

We reserve the right to revise this Notice at any time. Any revised Notice will apply to all protected health information maintained by the practice and will be available upon request and on our website.

Complaints

If you have questions about this Notice or believe your privacy rights have been violated, you are encouraged to contact the Privacy Officer for Wylde Psychological.

You may also file a complaint with the U.S. Department of Health and Human Services, Office for Civil Rights.

Filing a complaint will not affect your treatment, and you will not be retaliated against for exercising your rights.

Privacy Officer

Chelsey Wylde, Psy.D.

Questions regarding this Notice or your privacy rights may be directed to the Privacy Officer.