

Notice of Privacy Practices

Resilience Therapy Center

Effective Date: May 23, 2026

At Resilience Therapy Center, your privacy is important to us. We understand that starting therapy is a personal decision, and we want you to feel informed and respected every step of the way. This notice explains how we may use and share your health information, what rights you have, and how to contact us if you have questions.

How We Care for Your Information

When you receive services from us, we may collect information such as your name, contact information, health history, appointment details, billing information, insurance information, and treatment-related information. This may also include information you share with us through our website, email, phone calls, intake forms, telehealth platforms, or in-person sessions.

We protect this information as required by law and only use or share it in ways that are allowed under HIPAA and other applicable privacy laws.

How We May Use Your Information

We may use your information for the following purposes:

- **Treatment.** To provide therapy services, coordinate your care, or consult with other health care professionals involved in your treatment.
- **Payment.** To bill for services, verify insurance coverage, and collect payment for care provided.
- **Health care operations.** To manage our practice, maintain records, support quality improvement, complete administrative tasks, and ensure proper business operations.

When We May Share Information

We may share your information without your written permission only in limited situations allowed by law. These may include:

- When we are required to do so by law.
- When we need to help prevent a serious and immediate threat to your health or safety, or the health or safety of others.
- When we are responding to a valid court order, subpoena, or similar legal process.
- When we are permitted or required to report suspected abuse, neglect, or exploitation.

Special Privacy Protections

Some information receives extra protection under privacy law:

- **Psychotherapy notes.** If we keep psychotherapy notes separate from the rest of your record, those notes are generally not shared without your written permission except in limited situations allowed by law.
- **Substance use disorder records.** If applicable, records protected by federal substance use disorder confidentiality rules will be handled under the additional privacy protections required by law.



CONFIDENTIALITY MATTERS

Your privacy is part of the care we provide.

Therapy is built on trust. We handle your information with care and only share it when permitted or required by law, such as in specific safety, legal, treatment, payment, or health care operations situations.

Your Rights

You have important rights regarding your health information. Depending on the situation, you may:

- Ask to see or get a copy of your records.
- Ask us to correct information you believe is wrong or incomplete.
- Ask for a list of certain disclosures we have made.
- Ask us to limit certain uses or disclosures.
- Ask us to communicate with you in a specific way or at a specific location.
- Ask for a paper copy of this notice at any time.

Our Responsibilities

We are required to keep your information private, give you this notice, and follow the privacy practices described here. If our privacy practices change, we may update this notice and make the revised version available to you.

Website and Online Communication

If you contact us through our website, online forms, email, or telehealth services, that information may be stored electronically. We use reasonable safeguards to help protect your information, but no method of internet transmission or electronic storage is completely secure.

Our website may also use basic analytics or similar tools to help us understand how visitors use the site and improve the experience. If third-party tools are used, their own privacy policies may also apply.

Complaints

If you believe your privacy rights have been violated, you may contact us directly or file a complaint with the U.S. Department of Health and Human Services. You will not be penalized for filing a complaint.

Contact Us

If you have questions about this notice or how your information is handled, please contact us using the information below.

Privacy Officer	
Privacy Officer	Resilience Therapy Center
Main Office	516 N. Rolling Rd., Suite 305, Catonsville, MD 21228
Additional Location	1009 Frederick Rd., Catonsville, MD 21228
Additional Location	6755 Business Parkway, Suite 400, Elkridge, MD 21075
Phone	(443) 741-1212
Email	Intake@ResilienceTherapyCenter.com

Effective Date

This notice is effective as of May 23, 2026.