

Privacy Policy

Effective Date: 10/21/2025

Orange Psychiatric Associates (“we,” “us,” or “our”) respects and protects your privacy. This Privacy Policy explains how we collect, use, and protect personal information obtained through our website, patient communications, and SMS messaging services.

1. Information We Collect

We may collect personal information when you visit our website, contact us, or receive services, including:

- Name, phone number, email address, and other contact details
- Appointment and treatment-related information that you voluntarily provide
- Technical information such as your browser type, device, and IP address

If you choose to receive SMS message updates, appointment reminders, or notifications from us, we will collect and store your mobile phone number for that purpose.

2. How We Use Your Information

We use the information we collect to:

- Provide psychiatric and behavioral health services
- Send appointment reminders and follow-up messages
- Communicate regarding medication management, Spravato treatment, or ADHD testing services
- Respond to your inquiries and improve patient care and service quality

We do **not** sell, rent, or share your personal information or mobile number with third parties for their own marketing purposes.

3. Text Messaging (SMS/MMS)

By opting in to receive SMS messages from **Orange Psychiatric Associates**, you consent to receive recurring automated messages at the phone number you provide.

- Message frequency varies.
- Message and data rates may apply.
- You may opt out at any time by replying **STOP**.
- For assistance, reply **HELP** or contact us at (407)675-3220.

We will only use your mobile number to communicate information related to your care or messages you have consented to receive.

We do not share mobile numbers with third parties, except as required by law or as necessary to deliver messages securely through a HIPAA-compliant service provider.

SMS Terms and Conditions:

By opting in to SMS messaging from Orange Psychiatric Associates, LLC, you agree to receive messages regarding appointment reminders, billing notifications, and care-related updates. Message frequency may vary. Message and data rates may apply. Reply STOP to unsubscribe or HELP for assistance. No mobile information will be shared with third parties for marketing purposes.

4. Protected Health Information (HIPAA)

Some of the information we collect may be considered **Protected Health Information (PHI)** under the Health Insurance Portability and Accountability Act (HIPAA).

Our use and disclosure of PHI are governed by our **[Notice of Privacy Practices]**, available here.

That document describes how we may use and disclose your PHI and outlines your rights regarding that information.

5. Your Choices and Rights

You have the right to:

- Opt out of SMS messages at any time by replying **STOP**
- Request access to, correction of, or deletion of your personal information
- Contact us with questions or privacy-related concerns

You may exercise these rights by contacting us at dholakia@orangepsychassociates.com

6. Data Security

We use appropriate administrative, technical, and physical safeguards to protect personal information from unauthorized access, disclosure, or misuse. While we take security seriously, no method of electronic communication is completely secure.

7. Changes to This Policy

We may update this Privacy Policy periodically. Any changes will be posted on this page with an updated effective date.

8. Contact Us

If you have any questions or concerns regarding this Privacy Policy or our SMS messaging practices, please contact us:

Orange Psychiatric Associates

668 Maitland Avenue, Altamonte Springs, FL 32701

dholakia@orangepsychassociates.com

(407)675-3220