

Privacy Complaints Procedures

Whether you are a customer and or a client of a provider, you have certain rights under the Office of Civil Rights. You have the right to access your information from your provider, and you have the right to register a complaint with TherapyAppointment if you feel that your rights or information have been infringed upon in any way.

The TherapyAppointment security team works tirelessly to ensure the safety of your account and the sensitive PHI it contains. It is part of your shared responsibility with us to contact us as soon as you suspect that your information has been compromised. Our procedures require that correspondence is in writing for documentation purposes. As a provider, you are obliged to report any breach of information to HHS. TherapyAppointment will assist you with this at your request.

1. If you are a patient, and you have concerns about the security of your information, please contact your provider immediately. You can also email us at support@therapyappointment.com.
2. If you are a provider and feel that your account has been breached, please write to us immediately at support@therapyappointment.com.

We will respond to all written messages within two business days. Investigation, if needed, will begin upon verification that it is warranted and conducted by our Security and Software team.

You will be kept informed of those investigations based upon the information you provide for us. There may be times that, for legal reasons, we cannot give specifics of the investigation.

All claims, investigations, and resolutions will be documented by us.