Website Privacy Policy

Public website and appointment-request privacy disclosure

Last updated: November 2, 2026

Excel Psychiatric Consultation, P.C. (“Practice,” “we,” or “us”) • 13243 Executive Park Terrace, Germantown, MD 20874 • Telephone: 301-820-1715

This policy describes the information that may be collected when you use our public website, contact the Practice, request an appointment, or follow a link to our patient portal. Our separate HIPAA Notice of Privacy Practices describes rights and permitted uses and disclosures of protected health information in our care.

1. Information collected

- Contact and appointment information: name, phone number, email address, appointment preferences, and the message or health concerns you choose to submit.
- Patient-portal information: information you provide directly through the linked portal, potentially including date of birth, medical history, insurance, documents, and communications, according to the features used.
- Technical information: When you visit our website, standard website technologies may process information such as IP address, browser type, device information, pages visited, and referring website addresses.

2. How information reaches the Practice

Appointment requests submitted through the website are directed to our patient portal. Information submitted through website contact forms or the portal is used by authorized Practice personnel to respond to inquiries, arrange appointments, and coordinate healthcare services.

3. How information is used

- Respond to questions and appointment requests and communicate about services.
- Coordinate psychiatric care, referrals, treatment, billing, and healthcare operations when applicable.
- Maintain website and portal security, detect abuse, and comply with legal obligations.
- Measure website performance only where configured and legally permitted.

4. Sharing of information

Information may be shared with healthcare providers and staff involved in care; insurers and payment processors as appropriate; and service providers that support hosting, the patient portal, communications, or other operations. Disclosures of protected health information occur only as HIPAA and other applicable laws permit, with business associate agreements when required. We do not sell patient health information. Disclosures that require patient authorization will not occur without valid authorization.

5. Storage, security, and retention

The Practice uses administrative, technical, and physical measures designed to protect personal and health information, including role-appropriate access controls and confidentiality procedures. Website and portal data are handled by the systems involved in their collection and delivery. Information is retained as required by applicable law and Practice retention policies. Internet communications cannot be guaranteed completely risk-free.

6. Cookies, analytics, and advertising

Our website may use cookies and similar technologies for basic website operation, security, and measurement of website performance. Where analytics or advertising technologies are used, we take steps to limit data collection

and disclosures in accordance with applicable privacy laws. We do not disclose protected health information for marketing purposes without authorization when required by law.

7. Patient portal and external links

Our website may link to a separately operated patient portal. Information submitted there is handled through that portal and the Practice's applicable privacy and security arrangements. Other external websites have their own privacy practices. Please use the portal or designated secure channels for sensitive medical communications.

8. Patient privacy rights

Patients may have rights to inspect or obtain records, request correction or confidential communications, request certain restrictions, obtain an accounting of applicable disclosures, and complain without retaliation. Refer to our HIPAA Notice of Privacy Practices for details and contact the Practice at 301-820-1715.

9. Minors and emergencies

Information about minors is handled in accordance with applicable federal and Maryland laws. Website contact forms and portal messages are not for emergencies. For an immediate medical or mental health emergency, call 911 or go to the nearest emergency department.

10. Updates and contact

We may update this policy periodically and will post revisions on our website. For questions about privacy, contact the Privacy Officer, Excel Psychiatric Consultation, P.C., 13243 Executive Park Terrace, Germantown, MD 20874; telephone 301-820-1715.