

Privacy Policy

Jennifer Hoben, PMHNP-BC, FNP-BC

Effective Date: May 13, 2026 | Last Updated: September 24, 2026

Website: solsticenp.com

Phone: 845-306-3156

Email: hello@solsticenp.com

Purpose of This Policy

This Privacy Policy explains how information may be collected, used, shared, and protected when you visit this website, contact the practice through the website, or communicate with Solstice by approved electronic methods. This website provides general information about services. It is not intended to provide emergency services, crisis support, diagnosis, treatment, or medical advice through the website itself.

Information We May Collect

When you use this website or contact the practice, limited information that you voluntarily provide may be collected, such as:

- Name
- Phone number
- Email address
- General reason for contacting the provider
- Appointment inquiry information
- Insurance or payment-related questions, if submitted
- Any information you choose to include in a contact form, email, voicemail, text message, or other communication

The website may also collect limited technical information, such as browser type, device information, pages visited, general location data, and website usage information through standard website tools, cookies, or analytics features.

Please Do Not Submit Sensitive Clinical Information Through the Website

Please do not submit detailed medical, psychiatric, medication, safety, trauma, or crisis-related information through a general website contact form or unsecured email. If you are an established patient, please use the designated secure patient portal or approved communication method for clinical questions, medication concerns, records requests, or treatment-related information.

How Information Is Collected

Information may be collected when you submit a website form, contact the practice by phone, email, voicemail, or text message, opt in to SMS communications, schedule or request services, or otherwise voluntarily provide information to the practice.

How Information May Be Used

Information submitted through the website or other approved communication methods may be used to:

- Respond to inquiries
- Provide information about services
- Assist with scheduling or intake requests
- Confirm whether services may be an appropriate fit
- Communicate about administrative matters
- Send permitted SMS communications when consent has been provided or a text conversation has been initiated
- Improve website functionality and user experience
- Meet legal, regulatory, privacy, security, and business obligations

HIPAA and Protected Health Information

Once you become a patient, certain information related to your care may be considered Protected Health Information under HIPAA. The use and disclosure of Protected Health Information is governed by the HIPAA Notice of Privacy Practices. This Privacy Policy applies primarily to website use and general online information collection. It does not replace the HIPAA Notice of Privacy Practices.

Telehealth and Electronic Communication

Telehealth visits may involve the use of secure audio/video technology. While reasonable safeguards are used to protect privacy, no electronic communication system can be guaranteed to be completely secure. Patients are responsible for choosing a private location for telehealth visits and protecting access to their own devices, email, portal login, and internet connection.

Cookies and Website Analytics

This website may use cookies, analytics tools, or similar technologies to understand website traffic and improve website performance. These tools may collect non-identifying or limited technical information about website usage. You may be able to disable cookies through your browser settings. Some website features may not function properly if cookies are disabled.

Sharing of Information

Your personal information is not sold. Information other than SMS consent, mobile opt-in data, and phone numbers may be shared only when appropriate and permitted by law, such as with:

- Scheduling, billing, or administrative service providers
- Technology vendors that support the website, patient portal, telehealth, or practice operations
- Insurance plans, if applicable and authorized or permitted
- Legal, regulatory, or compliance entities when required
- Emergency or safety-related contacts when legally or clinically appropriate

SMS consent, phone numbers collected for SMS purposes, and mobile opt-in information will not be shared with any third parties or affiliates. Text messaging originator opt-in data and consent are excluded from the sharing provisions above and will not be shared with any third parties.

Any use or disclosure of Protected Health Information is handled according to HIPAA and the Notice of Privacy Practices.

Data Security

Reasonable administrative, technical, and physical safeguards are used to protect information. However, no website, email system, text messaging system, or electronic communication method can be guaranteed to be fully secure. New York law may require reasonable safeguards for certain private information, including categories such as Social Security numbers, account information, biometric information, and login credentials.

Third-Party Links

This website may contain links to third-party websites, platforms, insurance portals, scheduling tools, payment processors, or resources. The provider is not responsible for the privacy practices, content, or security of third-party websites.

Children's Privacy

This website is not directed toward children under 13. Personal information from children is not knowingly collected through this website.

Your Choices

You may contact the provider to request correction or deletion of certain non-clinical website inquiry information, when appropriate and legally permitted. Requests involving medical records, treatment information, billing records, or other Protected Health Information should be submitted through the appropriate patient records process.

Emergency Disclaimer

This website is not monitored for emergencies. If you are experiencing a medical or psychiatric emergency, call 911 or go to the nearest emergency room. If you are experiencing a mental health crisis, call or text 988 for the Suicide & Crisis Lifeline.

Updates to This Privacy Policy

This Privacy Policy may be updated from time to time. Updates will be posted on this page with a revised effective or last-updated date.

Contact

Questions about this Privacy Policy may be directed to:

Jennifer Hoben, PMHNP-BC, FNP-BC

Website: solsticenp.com

Phone: 845-306-3156

Email: hello@solsticenp.com

SMS COMMUNICATION POLICY

Personal Information Collected, How It Is Collected, Used, and Shared

As a psychiatric and counseling practice, we respect the privacy and confidentiality of our patients and protect personal information in accordance with applicable privacy laws and regulations.

When you enroll in our SMS messaging program, we may collect personal information such as your name, mobile telephone number, and information necessary to provide and manage SMS communications. We collect this information directly from you when you provide your mobile telephone number or otherwise consent to receive SMS communications from our office.

We use your information solely to provide and manage communications from our practice, including appointment reminders, scheduling notifications, administrative communications, responses to inquiries, and other communications related to your care or services, as permitted by applicable law.

We do not sell, rent, or share your personal information, mobile telephone number, or SMS opt-in information with any third parties or affiliates for their own marketing or promotional purposes. We do not share your SMS consent or opt-in information with third parties or affiliates.

Your information is not disclosed to third parties or affiliates except where necessary to provide services on our behalf, as required or permitted by applicable law, or as necessary to protect the rights, safety, or property of our practice, patients, or others. Any service providers that assist us in operating our SMS communications are required to handle information in accordance with applicable privacy and security requirements.

SMS communications may contain or relate to information associated with your healthcare services. While we take reasonable measures to protect your information, text messaging may not be completely secure. SMS should not be used for emergencies or urgent psychiatric or medical concerns. If you are experiencing a medical or psychiatric emergency, call 911 or use appropriate emergency services.

You may opt out of SMS communications at any time by replying **STOP** to any message. You may reply **HELP** for assistance. Opting out of SMS communications will not affect your ability to receive healthcare services from our practice, although certain administrative communications may need to be provided through another method.

SMS Consent and Messaging Terms

By providing your mobile telephone number and consenting to receive SMS messages from Solstice, NP in Psychiatry & Family Health you agree to receive text messages from us related to your healthcare services and communications, consistent with the selected use case. Message frequency may vary.

Message and data rates may apply. You may opt out of receiving SMS messages at any time by replying **STOP** to any message. After you send STOP, you will receive confirmation that you have been unsubscribed from our SMS program. For assistance, reply **HELP** or contact Solstice, NP in Psychiatry & Family Health at **845-306-3156**.

Your consent to receive SMS messages is not a condition of purchasing goods or services or receiving care from Solstice, NP in Psychiatry & Family Health.

For additional information about how we collect, use, and protect your personal information, please review our Privacy Policy and our Terms and Conditions on our website.

Important SMS Privacy Statement

We do not sell, rent, or share your mobile telephone number, SMS opt-in information, or consent records with third parties or affiliates for their own marketing or promotional purposes. Your SMS consent will not be used to authorize marketing communications from unrelated third parties or affiliates.

How to Opt In to SMS Communications

You may opt in to receive SMS communications from Solstice, NP in Psychiatry & Family Health using any of the following methods:

1. Website or Online Form

- Complete a Solstice website, contact, intake, scheduling, or other online form that offers SMS consent.
- Enter the mobile telephone number where you want to receive SMS messages.
- Review the SMS consent disclosure shown with the form.
- Check/select the SMS consent box or otherwise affirmatively indicate that you agree to receive SMS messages.
- Submit the form. Your SMS consent is recorded when the form is submitted.

2. By Text Message

- Send a text message to 845-306-3156.
- By initiating the text conversation, you agree to receive SMS replies from Solstice, NP in Psychiatry & Family Health related to your inquiry, scheduling, administrative communications, or services.
- You may stop SMS communications at any time by replying STOP.

3. Written or Other Medium

- Provide your mobile telephone number on a written or electronic intake, registration, consent, or other form that includes SMS consent.
- Review the SMS disclosure and provide your affirmative written or electronic consent.
- Once consent is recorded, Solstice may send the types of SMS communications described in this policy.

Consent is voluntary, may be withdrawn at any time by replying STOP, and is not a condition of receiving care. For help, reply HELP or call 845-306-3156.

How to Opt Out of SMS Communications

You may opt out of SMS communications from Solstice, NP in Psychiatry & Family Health at any time. To stop receiving text messages, follow the steps below:

1. Reply STOP

Reply STOP to any SMS message you receive from 845-306-3156.

2. We will process your request

Once your STOP request is received, your mobile number will be opted out of the Solstice SMS messaging program.

3. You will receive an opt-out confirmation

You will receive a confirmation text stating that you have been unsubscribed and will no longer receive SMS messages from us.

4. No additional SMS messages will be sent

After the confirmation message, we will not send additional SMS messages to that mobile number unless you later choose to opt in again.

5. If you need help

Reply HELP to a message or contact Solstice, NP in Psychiatry & Family Health at 845-306-3156 for assistance.

6. To receive SMS again in the future

You may opt in again by using one of the opt-in methods described in the previous section of this Privacy Policy.

Opting out of SMS communications will not affect your ability to receive healthcare services from our practice. If an administrative communication is necessary, we may contact you through another available method.

SMS should not be used for emergencies or urgent psychiatric or medical concerns. If you are experiencing a medical or psychiatric emergency, call 911 or use appropriate emergency services.