

Privacy Policy

Jennifer Hoben, PMHNP-BC, FNP-BC

Effective Date: May 13, 2026

Website: solsticenp.com

Phone: 845-760-2716

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 or contact the provider through the website. 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, 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, 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 May Be Used

Information submitted through the website 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
- 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 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

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, 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 date.

Contact

Questions about this Privacy Policy may be directed to:

Jennifer Hoben, PMHNP-BC, FNP-BC

Website: solsiticenp.com

Phone: 845-760-2716

Email: hello@solsiticenp.com

Terms of Service

Jennifer Hoben, PMHNP-BC, FNP-BC

Effective Date: May 13, 2026

Website: solsticenp.com

Phone: 845-760-2716

Email: hello@solsticenp.com

Agreement to Terms

Welcome to the website of Jennifer Hoben, PMHNP-BC, FNP-BC. By using this website, you agree to these Terms of Service.

General Information Only

The information on this website is provided for general educational and informational purposes only. It is not medical advice, psychiatric advice, diagnosis, treatment, or a substitute for care from a licensed healthcare professional. Use of this website does not create a provider-patient relationship. A provider-patient relationship is established only after appropriate intake, consent, acceptance into care, and completion of required forms.

No Emergency Services Through This Website

This website is not intended for emergencies or crisis communication. 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. Do not use website forms, email, voicemail, or social media for urgent or emergency needs.

Services

Jennifer Hoben, PMHNP-BC, FNP-BC may provide psychiatric evaluation, medication management, brief supportive therapy, telehealth services, and related services within the provider's scope of practice and licensure. Services may vary based on clinical appropriateness, state licensure requirements, insurance participation, patient location, provider availability, and policies. Submitting an inquiry does not guarantee acceptance as a patient.

Telehealth

Telehealth services may be available when clinically appropriate and legally permitted. Patients must be physically located in a state where the provider is licensed and legally permitted to provide care at the time of the visit. Patients are responsible for providing accurate location information at each telehealth visit and for participating from a private, safe environment.

Website Contact Forms and Communication

Contact forms, email, and voicemail may be used for general inquiries. These communication methods should not be used for emergencies, urgent clinical concerns, detailed medical information, medication changes, or crisis situations. Established patients should use the designated secure patient portal or approved communication method for clinical matters.

Appointment Requests

Appointment requests submitted through the website are not confirmed until directly confirmed by the provider or authorized support staff. Scheduling may be declined or deferred if the requested service is outside the provider's scope, not clinically appropriate, unavailable, or better addressed by a higher level of care or another provider.

Payments, Insurance, and Fees

Patients are responsible for understanding their insurance benefits, copays, deductibles, coinsurance, prior authorization requirements, and non-covered services. Any fees, cancellation policies, no-show policies, self-pay rates, or insurance-related responsibilities will be provided through intake documents, consent forms, or separate written policies.

Prescription and Controlled Substance Policy

Submission of a website inquiry does not guarantee medication treatment, prescription refills, controlled substance prescribing, or continuation of prior medications. All medication decisions are based on clinical evaluation, applicable laws, safety considerations, treatment history, and provider judgment.

Intellectual Property

All website content, including text, graphics, branding, logos, design elements, and other materials, belongs to Jennifer Hoben, PMHNP-BC, FNP-BC unless otherwise stated. You may not copy, reproduce, distribute, modify, or use website content for commercial purposes without written permission.

Acceptable Use

You agree not to use this website to:

- Submit false, misleading, threatening, abusive, or unlawful content
- Attempt to access unauthorized systems or data
- Interfere with website security or functionality
- Use the website for harassment, spam, fraud, or illegal activity
- Misrepresent your identity or relationship to another person

Third-Party Links

This website may link to third-party websites or resources. These links are provided for convenience only. The provider does not control and is not responsible for third-party websites, privacy policies, security practices, or content.

Disclaimer of Warranties

This website is provided "as is" and "as available." While the provider aims to provide accurate and helpful information, no guarantee is made that website content is complete, current, error-free, or appropriate for every individual situation.

Limitation of Liability

Jennifer Hoben, PMHNP-BC, FNP-BC is not liable, to the fullest extent permitted by law, for damages arising from use of this website, inability to access the website, reliance on website information, third-party links, or electronic communication delays or failures.

Changes to These Terms

These Terms of Service may be updated from time to time. Continued use of the website after updates are posted means you accept the revised terms.

Governing Law

These Terms are governed by the laws of the State of New York, without regard to conflict of law principles.

Contact

Questions about these Terms may be directed to:

Jennifer Hoben, PMHNP-BC, FNP-BC

Website: solsiticenp.com

Phone: 845-760-2716

Email: hello@solsticenp.com