

NOTICE OF PRIVACY PRACTICES

Tranquility Behavioral Health LLC & TMS Center

The Tranquility Way™ | Life-Aligned Psychiatry™

Effective Date: January 1, 2026

Your Information. Your Rights. Our Responsibilities.

This Notice describes how medical information about you may be used and disclosed, how you can access that information, and the privacy rights available to you. Please review it carefully.

Your Rights

Access your records. You may inspect or obtain an electronic or paper copy of your medical record and other health information we maintain about you, as provided by applicable law.

Request a correction. You may ask us to correct health information you believe is incorrect or incomplete. If we deny the request, we will explain the reason when required.

Request confidential communications. You may ask us to contact you in a specific way or at a specific location. We will accommodate reasonable requests.

Request restrictions. You may ask us to limit certain uses or disclosures. We are not always required to agree. If you pay in full out of pocket, you may request that information about that service not be disclosed to your health plan for payment or health care operations, except when disclosure is required by law.

Receive an accounting of certain disclosures. You may request a list of certain disclosures of your health information made during the period allowed by law.

Choose a representative. A legally authorized personal representative may exercise your privacy rights as permitted by law.

Receive this Notice. You may request a paper or electronic copy of this Notice at any time.

Complain without retaliation. You may complain if you believe your privacy rights have been violated. We will not retaliate against you for filing a privacy complaint.

Your Choices

People involved in your care. You may tell us whether and how we may share relevant information with family, friends, caregivers, or others involved in your care or payment for your care.

Authorizations. We will obtain your written authorization for uses and disclosures that require authorization under HIPAA, including most marketing uses and any sale of protected health information.

Psychotherapy notes. When psychotherapy notes, as specifically defined by HIPAA, are maintained, most uses and disclosures require written authorization unless an exception applies.

Revoke an authorization. You may revoke an authorization in writing at any time. Revocation does not affect actions already taken in reliance on it.

How We May Use and Disclose Your Information

Treatment. We may use and disclose your information to provide, coordinate, and manage your care and to communicate with other health professionals involved in treatment.

Payment. We may use and disclose information for billing, eligibility, benefits verification, prior authorization, claims, utilization review, and collection of payment.

Health care operations. We may use and disclose information for quality improvement, care coordination, credentialing, compliance, training, auditing, business planning, and patient-service activities.

Business associates. We may share information with vendors and contractors who perform services for us when permitted by law and subject to required privacy and security protections.

Public health, safety, and required reporting. We may disclose information for lawful public-health activities, to prevent or reduce a serious threat to health or safety, and for abuse, neglect, exploitation, or domestic-violence reporting when required or permitted by law.

Oversight, legal proceedings, and law enforcement. We may disclose information for lawful health-oversight activities, judicial or administrative proceedings, law-enforcement purposes, workers' compensation, and other purposes permitted or required by law.

Other required or permitted disclosures. We may make other disclosures authorized or required by federal or state law, including disclosures to coroners, medical examiners, funeral directors, or organ-procurement organizations when applicable.

Mental Health and Specially Protected Information

Mental health information. Because we provide psychiatric services, your record may contain sensitive mental health information. We apply HIPAA and applicable Texas confidentiality requirements.

Substance use disorder information. Certain substance use disorder records may receive additional protection under federal or state law, including 42 CFR Part 2 when that law applies. We follow the more protective applicable requirement.

Other protected information. When another federal or Texas law provides greater privacy protection, we follow the more protective applicable requirement.

Electronic Communications, Telepsychiatry, and Patient Technology

Electronic information. We maintain and transmit health information electronically and use administrative, technical, and physical safeguards designed to protect electronic protected health information.

Life-Aligned Patient Portal and Tranquility Connect™. These are designated secure channels for patient communication and practice-related information. Patients should use the secure channels designated by the practice for clinical communications containing protected health information.

Telepsychiatry. Telepsychiatry may involve electronic transmission of audio, video, clinical information, and other health data. We use systems and safeguards intended to protect privacy and confidentiality consistent with applicable law.

Texas electronic-disclosure requirements. When Texas law imposes additional requirements on electronic disclosure of protected health information, we comply with those requirements, including obtaining authorization when required.

Our Responsibilities

Protect your information. We are required by law to maintain the privacy and security of protected health information and to follow the privacy practices described in the Notice currently in effect.

Breach notification. We notify affected individuals as required by law if a breach occurs that may have compromised the privacy or security of protected health information.

Minimum necessary. When the minimum-necessary standard applies, we limit uses, disclosures, and requests to the amount reasonably necessary for the intended purpose.

Changes to this Notice. We may change this Notice. A revised Notice may apply to all health information we maintain. The current Notice will be available on our website and in paper form upon request.

Privacy Questions and Complaints

Privacy Officer

Tranquility Behavioral Health LLC & TMS Center

855 Rockmead Drive, Suite 604

Kingwood, Texas 77339

Office: (832) 879-2107

Fax: (877) 495-4112

Secure message: tranquilitybhc@myupdox.com

Website: www.tranquilitybhc.com

You may also file a complaint with the U.S. Department of Health and Human Services, Office for Civil Rights. Tranquility Behavioral Health LLC will not retaliate against you for filing a complaint.

TEXAS PATIENT & REGULATORY NOTICES

Texas Medical Board Complaint Notice

Texas Medical Board rules require complaint-procedure information to be available at locations where physician supervision or delegation is required. Assistance in filing a complaint with the Texas Medical Board is available at 1-800-201-9353. Texas Medical Board, 1801 Congress Avenue, Suite 9.200, Austin, Texas 78701.

Delegating Physician: Daniel Olivero, MD | Texas Medical License: U2280

Texas Board of Nursing Complaint Information

Complaints concerning nursing practice may be submitted to the Texas Board of Nursing, Enforcement Division, 1801 Congress Avenue, Suite 10-200, Austin, Texas 78701. Complaint assistance: 512-305-6838. Health Professions Council Complaint Line: 1-800-821-3205.

Texas Medical Records Privacy

Tranquility Behavioral Health LLC follows applicable Texas medical-records privacy requirements, including Texas Health and Safety Code Chapter 181, in addition to HIPAA. When Texas law provides greater privacy protection, the more protective applicable requirement will be followed.

Website Availability

The current Notice of Privacy Practices is available electronically through the Tranquility Behavioral Health website and in paper form upon request.