

# Terms and Conditions

**Effective Date:** 03/27/2018

Welcome to Kindred Connections Therapy Center. By accessing or using our website, services, or resources, you agree to the following Terms and Conditions. Please read them carefully.

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## 1. Business Information

Kindred Connections Therapy Center operates as a professional behavioral health practice providing therapy and related services. Our physical business address is 1011 Linda Vista Ave., Dayton, OH 45405. You may contact us at 937-421-1268 or via email at [help@kindredconnectiontherapy.com](mailto:help@kindredconnectiontherapy.com).

We are committed to providing ethical, high-quality care to individuals, families, and communities. Our services are grounded in clinical standards, professional licensure requirements, and applicable federal and state laws governing behavioral health services.

By engaging with our website or services, you acknowledge that you are interacting with a professional organization that operates within defined legal, ethical, and clinical boundaries.

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## 2. Use of Website

This website is intended to provide general information about our services, resources, and areas of expertise. It is not designed to provide individualized clinical advice or replace direct consultation with a licensed provider.

You agree to use this website in a lawful and respectful manner. Any attempt to disrupt, damage, or misuse the website, including unauthorized access or distribution of harmful content, is strictly prohibited.

We reserve the right to restrict or terminate access to the website for any user who violates these terms or engages in behavior that compromises the integrity of the platform.

Use of this website does not guarantee availability of services or eligibility for care. All service inquiries are subject to review and confirmation by our practice.

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### **3. No Therapeutic Relationship**

Accessing this website, submitting a contact form, or communicating via email does not establish a therapist-client relationship. A formal relationship is only established after completion of intake, informed consent, and mutual agreement to begin services.

Information shared through the website or initial communication channels should not be considered confidential or protected under therapeutic privilege until a formal relationship has been established.

We encourage individuals seeking care to complete the appropriate intake process to ensure proper assessment, consent, and alignment with services offered.

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### **4. Professional Disclaimer**

All content on this website is provided for educational and informational purposes only. It is not intended to diagnose, treat, or replace professional mental health services.

While we strive to provide accurate and helpful information, we make no guarantees regarding outcomes or the applicability of information to individual situations.

If you are experiencing a mental health emergency, you should call 911 or go to your nearest emergency room. Do not rely on website content in urgent situations.

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## **5. HIPAA & Confidentiality**

Kindred Connections Therapy Center complies with the Health Insurance Portability and Accountability Act (HIPAA) and all applicable privacy laws. We are committed to protecting your protected health information (PHI).

PHI may be used for treatment, payment, and healthcare operations. This includes coordinating care, processing insurance claims, and maintaining internal records necessary for quality care.

We may disclose information when required by law, including cases involving safety concerns, abuse reporting, or legal obligations. All disclosures are handled with care and within ethical guidelines.

In addition, we maintain internal policies that guide how staff access, handle, and share sensitive information. Only authorized personnel are permitted to access client records, and all team members are trained on confidentiality and privacy standards to ensure consistent protection of your information.

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## **6. Client Rights**

Clients have the right to access and review their health information. You may request corrections to your records if you believe information is inaccurate or incomplete.

You also have the right to request restrictions on how your information is used or disclosed. While we will consider all requests, certain disclosures may still be required by law.

Additionally, you have the right to request confidential communication methods and receive a copy of our Notice of Privacy Practices.

You also have the right to file a complaint if you believe your privacy rights have been violated. Complaints can be submitted to our practice or directly to the U.S. Department of Health and Human Services without fear of retaliation.

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## **7. Data Storage & Security**

We implement administrative, technical, and physical safeguards to protect your information. This includes secure systems, limited access, and encryption where appropriate.

Despite our efforts, no system can guarantee complete security. By using our website, you acknowledge the inherent risks of electronic communication.

We continuously review and update our security practices to align with industry standards and evolving technology.

Our systems may include third-party platforms that are selected based on their compliance with privacy and security requirements. We take reasonable steps to ensure that any vendors or systems used meet appropriate standards for safeguarding sensitive information.

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## **8. Telehealth Disclaimer**

Telehealth services allow for convenient access to care but include certain risks. These may include interruptions, technical failures, or limitations in assessing non-verbal communication.

You are responsible for ensuring a private and secure environment during telehealth sessions. This helps protect your confidentiality and supports effective communication.

By participating in telehealth services, you acknowledge and accept these risks and consent to receive services in this format.

Telehealth services may not be appropriate for all individuals or situations. If at any point it is determined that in-person or higher levels of care are more appropriate, referrals or alternative recommendations may be provided.

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## **9. Informed Consent**

All clients are required to provide informed consent prior to beginning services. This includes understanding the nature of services, potential risks, and expected outcomes.

Consent is an ongoing process and may be revisited throughout treatment. Clients have the right to ask questions and withdraw consent at any time.

We are committed to ensuring that all clients feel informed, supported, and empowered in their care decisions.

Informed consent may be obtained electronically or in writing and is documented as part of the client record. Clients are encouraged to review all materials carefully and discuss any concerns before proceeding with services.

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## **10. Payments, Insurance & Fees**

Fees for services are communicated prior to the start of treatment. Clients are responsible for payment, including any portion not covered by insurance.

Insurance billing is provided as a courtesy when applicable; however, clients remain responsible for understanding their benefits and coverage.

We reserve the right to update fees, policies, and accepted insurance plans as needed.

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## **11. Cancellation & No-Show Policy**

Clients are expected to provide at least 24 hours' notice for cancellations. This allows us to offer the appointment time to others in need. Missed appointments or late cancellations may result in a fee. Repeated occurrences may impact continued access to services.

Our goal is to maintain a consistent and respectful scheduling process that supports both clients and providers.

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## **12. Minors & Consent**

Services for minors require consent from a parent or legal guardian. Guardians are responsible for participation and communication related to care. We prioritize the best interests of the child while also respecting legal and ethical obligations regarding parental involvement.

Specific policies regarding confidentiality with minors will be discussed during intake.

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## **13. Limits of Confidentiality**

Confidentiality is a core part of our practice; however, there are legal and ethical limits. Information may be disclosed without consent in certain situations. These include risk of harm to self or others, suspected abuse or neglect, or court-ordered disclosures. We will make every effort to discuss disclosures with clients when appropriate and safe to do so.

Certain situations may also require consultation with other professionals to ensure appropriate care. In these cases, only the minimum necessary information will be shared to support clinical decision-making.

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## **14. Intellectual Property**

All content on this website is owned by Kindred Connections Therapy Center. This includes text, graphics, downloads, and resources. Content may not be copied, distributed, or reproduced without written permission. Unauthorized use of our materials may result in legal action.

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## **15. Limitation of Liability**

We are not liable for any damages resulting from use of this website or reliance on its content. Users assume full responsibility for their use of information provided on the site. This limitation applies to all forms of damages, including direct, indirect, and incidental.

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## **16. Third-Party Links**

This website may contain links to external websites for convenience or additional resources. We are not responsible for the content or privacy practices of these third-party sites. Users access external links at their own risk.

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## **17. Cookies & Data Collection**

We may collect information through cookies and similar technologies to improve user experience. This may include website analytics, preferences, and usage data. By using this website, you consent to the use of these technologies.

Additional information may be collected when you voluntarily submit forms, schedule appointments, or communicate with our practice. This information is used solely for operational, communication, and service-related purposes.

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## **18. Record Retention**

Client records are maintained in accordance with applicable laws and professional standards. Records are stored securely and retained for the required time period.

After the retention period, records are securely destroyed or archived. Retention timelines may vary depending on state law, type of service, and client age at the time of service. We follow all applicable regulations to ensure proper maintenance and disposal of records.

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## **19. Governing Law**

These Terms are governed by the laws of the State of Ohio. Any disputes arising from use of this website or services will be resolved under Ohio law. Users agree to submit to the jurisdiction of Ohio courts.

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## **20. Changes to Terms**

We reserve the right to update these Terms at any time. Changes will be posted on this page with an updated effective date. Continued use of the website constitutes acceptance of those changes.

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## **21. Contact Information**

If you have any questions regarding these Terms and Conditions, please contact:

Kindred Connections Therapy Center

Phone: 937-421-1268

Email: [help@kindredconnectiontherapy.com](mailto:help@kindredconnectiontherapy.com)

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By using this website, you acknowledge that you have read, understood, and agree to these Terms and Conditions.