LightWell Integrative Psychiatry Privacy Policy

Effective Date: June 5, 2026

LightWell Integrative Psychiatry ("LightWell"), operated by Hilary Butella DNP, PLLC, is committed to protecting the privacy and security of our patients and website visitors. This Privacy Policy explains how we collect, use, disclose, and safeguard information obtained through our website and related services.

Contact Information
LightWell Integrative Psychiatry
25213 FM 2978, Building 3
Tomball, TX 77375
Phone: 713-999-1002

Information We Collect
• Name, email address, phone number, mailing address, insurance information, appointment requests, registration information, and contact form submissions.
• IP address, browser type, device information, website usage data, pages visited, referral sources, cookies, and similar technologies.

How We Use Information
To respond to inquiries, schedule appointments, provide healthcare services, verify insurance benefits, communicate regarding treatment and services, improve website functionality, maintain security, prevent fraud, and comply with legal obligations.

Protected Health Information (PHI)
As a healthcare provider, LightWell is subject to HIPAA. Information that qualifies as Protected Health Information (PHI) is governed by our Notice of Privacy Practices and applicable federal and Texas law.

HIPAA Compliance
LightWell maintains administrative, technical, and physical safeguards designed to protect PHI, including secure EHR systems, role-based access controls, password-protected systems, workforce training, and appropriate vendor agreements.

Telehealth Services
Telehealth services are provided only to patients located in jurisdictions where the treating provider is authorized to practice and are delivered through secure, HIPAA-compliant platforms.

Electronic Prescribing
Prescriptions are transmitted electronically through secure systems to pharmacies selected by the patient. LightWell does not sell prescription information and does not receive compensation from pharmacies for prescribing decisions.

Cookies and Analytics
Our website may use cookies and analytics tools to improve user experience and understand website performance.

Sharing of Information
We do not sell personal information. Information may be disclosed to healthcare providers, insurance companies, service providers, governmental authorities when required by law, or as otherwise permitted by HIPAA.

Third-Party Services

Our website may contain links to third-party websites. Patients should review the privacy policies of those sites.

Data Retention
Patient records are retained in accordance with HIPAA, Texas law, and applicable retention requirements, generally for a minimum of seven years from the last patient encounter or longer when required by law.

Security
We implement reasonable administrative, technical, and physical safeguards designed to protect information against unauthorized access, disclosure, alteration, or destruction.

Patient Rights
Patients may have rights under HIPAA and applicable state law, including access to records, requests for corrections, restrictions on disclosures, confidential communications, and copies of the Notice of Privacy Practices.

Children's Privacy
Services may be provided to minors with appropriate parental or legal guardian consent as required by law.

Changes to This Policy
We may update this Privacy Policy periodically. Changes will be posted with an updated effective date.

Questions or Complaints
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Patients may also file privacy complaints with the U.S. Department of Health and Human Services Office for Civil Rights.