

## **CENTRE PSYCHOLOGY GROUP**

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### **Policy for Electronic Communications**

In order to maintain clarity regarding our use of electronic modes of communication during your treatment, we have prepared the following policy. Many of these common modes of communication put your privacy at risk and can be inconsistent with the law and with the standards of our professional practice. We generally and expressly recommend against using electronic forms of communication as an aspect of your treatment. This policy has been prepared to assure the security and confidentiality of your treatment and to assure that it is consistent with ethics and the law. Each provider at this practice retains the right to make specific exceptions to this policy as determined on a case to case basis with the individuals they serve. If you have any questions about this policy, please feel free to discuss this with your clinician.

#### **Email Communications and Text Messaging**

This office will not initiate communication using email, except with client permission when specifically pertaining to payment of services, or unless under usual circumstances (e.g., we are unable to contact you by any other means in an emergency). Your clinician will only use email communication and text messaging with your verbal permission (this will be documented in treatment notes) and only for administrative purposes unless we have made another agreement. That means that email exchanges and text messages with this office should be limited to things like setting and changing appointments, billing matters and other related issues. Do not use PHI (personal health information such as name, date of birth, etc.) when using electronic communication, because access to electronic information is not assumed to be protected or private. Please do not use email or texting for treatment-related issues. Please note that our support staff routinely review incoming email. They are bound by an agreement of employment by our practice that requires them to follow our HIPPA Policy and privacy practices.

#### **Social Media**

We do not communicate with, or contact, any clients through social media platforms like Twitter and Facebook. In addition, electronic relationship status will be cancelled if a clinician discovers that an online relationship has been accidentally established. This is because these types of casual social contacts can create significant security risks for you. If you have an online presence, there is a possibility that you may encounter your clinician by accident. If that occurs, please discuss it during the next scheduled session.

