

Genuine Life Psychology & Wellness, PLLC

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Licensed Psychologist, Owner

Technology, Electronic Communication, & Social Media Policy

With regard to technology, my primary focus is on protecting your confidentiality and our therapeutic relationship. My rationale for the policies outlined below is simple but important: I want to cultivate and protect our therapeutic relationship, which is vital to you getting as much benefit as possible from the therapy experience. Maintaining healthy, professional boundaries affords both of us dignity and privacy, decreases the chance for role confusion, and gives you more room to focus on the changes you want to make in your life.

If you have questions or concerns about any of these policies and procedures or regarding our potential interactions on the Internet, please bring them to my attention so that we can discuss them.

Technology & Electronic Communication

Phone Calls: You are welcome to call my office phone about scheduling/cancelling appointments and other coordination matters. Please note the voicemail messaging system being used may not meet State and Federal privacy guidelines or HIPPA encryption standards. Please note that often I am not immediately available by phone and will not take calls when with a patient. A reasonable effort will be made to return any call made during normal business hours on the same day it is received, weekends and holidays excluded. Messages left after hours, Friday afternoons, on weekends or holidays, or when I am out of the office are normally returned the next business day.

Online Scheduling: Within my online clinical scheduling system, you can set up your account to receive an appointment reminder via email, cell phone text, or home phone the day before your scheduled appointments. You can also utilize online scheduling at any time after our initial appointment, unless we make other scheduling arrangements. Please use the login name and password assigned when you first set up an account with me. You may set your preferences and change your login information at any time as you see fit. If you do not choose to access my online system, you give me permission to set up your preferences for appointment reminders.

Appointment information is considered to be "Protected Health Information" under HIPAA. If you indicate that you would like appointment reminders, you are waiving your right to keep this information completely private, and requesting that it be handled as noted above and in the choices you select in your online Therapy Appointment account. Reminder texts and emails are not encrypted and do not conform to HIPPA standards and regulations.

Texting: As a rule, I do not text with clients. There are two exceptions when it is acceptable to send a text to my office phone number : 1) You may choose to give me permission for my scheduling system to send appointment reminders via text, 2) You can inform me that you are running late for an appointment. If you choose to text me, you are accepting the confidentiality risks associated with this texting and give me permission to respond via text. Please know that I do not check my office phone after hours, and I would ask that you do not send any texts to my personal cell phone.

Email: In general, I limit email contact to administrative matters, such as communication about scheduling, billing, and other general issues. **Please do not send any urgent communication to me via email.** When you email me, I strongly prefer for you to use my secure online system to send me email messages as this system encrypts all communication according to HIPAA and HITECH standards. If you choose to email me through standard non-encrypted email, you are indicating that you accept the risks to your confidentiality and give me permission to respond via standard non-encrypted email. You should also know that any emails I receive from you and any responses that I send to you become a part of your legal record.

You are welcome to sign up on my website for my twice-monthly email newsletter with blog posts and mental health articles, but you are not required or expected to do so. If you sign up for these email updates, thank you! The web service I use to store contacts (first name, last name, and email address) and send these emails is not encrypted and is separate from the one I use for clinical purposes. By signing up to receive these emails, or giving me permission to sign you up to receive these emails, you agree to allow your name and email address to be stored with the web email service that I use. These twice-monthly email newsletters are intended for informational purposes only. If you would like to talk about the content of the

newsletter, please let me know at our next in-person meeting. I would ask that you not respond to unsecured newsletter emails with anything pertaining to your treatment, for the reasons outlined above. You can unsubscribe at any time using the link at the bottom of each email.

Recordings: In order to protect confidentiality and safety, I do not allow any of our interactions (telephone, video, or in-person) to be recorded for any reason.

Video Sessions: I prefer to see you in person whenever possible. When appropriate, I may offer to utilize phone or video sessions in conjunction with face-to-face visits. Please know that this option is not always appropriate or possible, so I decide this on a case-by-case basis. If we agree to utilize video sessions, you will be asked to sign a special consent form.

Social Media

I do not accept friend or contact requests from current or former clients on any social networking site (Facebook, LinkedIn, etc).

I post psychology news publicly on Twitter and LinkedIn; most of which will overlap with my email newsletter content. You are welcome to follow me on Twitter or LinkedIn but you are not expected to do so. However, if you use an easily recognizable name on Twitter or LinkedIn and I happen to notice that you've followed me there, we may briefly discuss it and its potential impact on our working relationship. Note that I will not follow you back. I only follow other health professionals and related posts. I do not follow current or former patients on blogs, Twitter, or other social media.

This policy serves to inform you of the risks, including but not limited to confidentiality in treatment, of transmitting your protected health information by unsecured means. This policy will remain in effect for the duration of your treatment.

Thank you for choosing Genuine Life Psychology & Wellness, PLLC. I look forward to working with you.

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