

# Harbor Psych

## Electronic Communication Policy

In order to maintain clarity regarding our use of electronic modes of communication during your treatment, we have prepared the following policy. This is because the use of various types of electronic communications is common in our society, and many individuals believe this is the preferred method of communication with others, whether their relationships are social or professional. Many of these common modes of communication, however, may put your privacy at risk and can be inconsistent with the law and with the standards of our profession. Consequently, 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.

If you have any questions about this policy, please feel free to discuss this with your provider.

### Email Communications

We use email communication and text messaging only with your permission and only for administrative purposes unless we have made another agreement. That means that email exchanges and text messages with the office or your provider should be limited to things like setting and changing appointments, billing matters and other related issues. Please do not email us about clinical matters because email is not a secure way to contact our practice. The telephone or face-to-face context is much more secure as a model of communication about clinical issues.

### Text Messaging

Our office does not use text messaging unless you have made special arrangements with your specific provider.

### Social Media

We do not communicate with, or contact, any of our clients through social media platforms like Twitter and Facebook.

Some providers may participate on various social networks, but not in a professional capacity. Please do not try to contact anyone from our practice in this way; providers will not respond.

### Web Searches

We do not use web searches to gather information about our clients without your permission. We believe that this violates your privacy rights; however, we understand that you might choose to gather information about your provider in this way. In this day and age there is an incredible amount of information available about individuals on the Internet, much of which may actually be known to that person and some of which may be inaccurate or unknown. If you encounter any information about your provider through web searches, or in any other fashion for that matter, please discuss this with them during your session so that its potential impact on your treatment can be addressed.

Recently, it has become fashionable for clients to review their health care providers on various websites. Unfortunately, mental health professionals cannot respond to such comments and related errors because of confidentiality restrictions. If you encounter such reviews, please feel free to share it with your provider so you can discuss it and its potential impact on your therapy.