

Catherine Kaplan Ph.D., LLC
Electronic Communications Policy (rev 10/19)

As many clients opt to make use of electronic communications, this document outlines the policy for such use. Many of these common modes of communication put your privacy at risk and can be inconsistent with the law and with the standards of my 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 me.

Email Communications and Text Messaging

I 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 my office should be limited to things like setting and changing appointments, billing matters, and other related issues.

The Text App: If you are interested in communicating with me via text, please let me know and I can send you an app that is HIPAA-compliant and created to allow for secure communication with your treating professional. I strongly recommend that you use this app for communicating with me via text, for enhanced security and privacy. At our first meeting, I can send the app to you, or please send me a text asking for the app and I will reply by sending you the link.

Unless you are using the above-mentioned app (which I can send to you), please do not email or text me about clinical matters because email is not a secure way to contact me and generally is not the most appropriate way for us to address clinical issues. If you need to discuss a clinical matter with me, please feel free to call me so we can discuss it on the phone, or wait so we can discuss it during your therapy session. Face-to-face context simply is a much more secure mode of communication.

Because regular text messaging is a very unsecure and impersonal mode of communication, please DO NOT USE REGULAR TEXT TO COMMUNICATE WITH ME (the app is preferred and acceptable) and please use the app ONLY for issues such as scheduling. Again, use of the app is strongly recommended for secure texting. It is free for you to use, secure, and the preferred method of text communication.

By emailing or texting me about appropriate issues such as scheduling or billing, you are granting me permission to do the same.

Social Media

I do not communicate with, or contact, any of my clients through social media platforms like Twitter and Facebook. In addition, if I discover that I have accidentally established an online relationship with you, I will cancel that relationship. This is because these types of casual social contacts can create significant security risks for you.

I do not utilize social media in general. However, if you have an online presence, there is a possibility that you may encounter me in some fashion. If that occurs, please discuss it with me during our time together. I believe that any communications with a client online has a high potential to compromise the professional relationship. In addition, please do not try to contact me via social media. I will not respond and will terminate any online contact no matter how accidental.

Websites

I have a website that you are free to access. I use it for professional purposes to provide information to others about myself and my practice. You are welcome to access and review the information that I have on my website and, if you have questions about it, we should discuss this during your therapy sessions.

Web Searches

I will not use web searches to gather information about you without your permission. I believe that this violates your right to privacy; however, I understand that you might choose to gather information about me 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. **I ask that you do not search for my personal information online; searches for my professional information are acceptable.** If you encounter any information about me through web searches, or in any other fashion for that matter, please discuss this with me during our time together so that we can deal with it and its potential impact on your treatment.

Recently it has become fashionable for clients to review their health care provider on various websites. Unfortunately, mental health professionals cannot respond to such comments and related errors because of confidentiality restrictions. If you have any concerns about your treatment or our work together, please talk to me directly about it in session. I am open to feedback or concerns you have.

I hereby consent and state my preference to have my psychologist, Catherine Kaplan, Ph.D., and other staff at Catherine Kaplan, Ph.D., LLC ,communicate with me by email or standard SMS messaging regarding various aspects of my medical care, which may include, but shall not be limited to, test results, prescriptions, appointments, and billing.

I understand that email and standard SMS messaging are not confidential methods of communication and may be insecure. I further understand that, because of this, there is a risk that email and standard SMS messaging regarding my medical care might be intercepted and read by a third party.

I am aware of the option for secure messaging with the use of the Spruce app, which my psychologist has offered to me to use (Please text the office at 267-647-9494 and ask for the app to be sent to you, if this has not already happened) and encourages that I use. Additionally, I am consenting that, when necessary (such as when I have consented to a release of records), my psychologist may use the Spruce fax function to send records or other requested information (with my signed consent).

Name: _____

Signature: _____

Date: _____