

Catherine Kaplan Ph.D., LLC
Electronic Communications Policy (rev 4-/18)

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.

Please do not email 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. Telephone or face-to-face context simply is a much more secure mode of communication.

Because text messaging is a very unsecure and impersonal mode of communication, please use it SPARINGLY and ONLY for issues such as scheduling.

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 clients

online have 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 privacy rights; 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.

Name: _____

Signature: _____

Date: _____