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**Sageview Youth Psychology**

**Electronic Communication Policy**

This document outlines our clinic policy regarding electronic communication. In order to maintain clarity regarding our use of electronic modes of communication while you are a client at Sageview, 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, put your privacy at risk and can be inconsistent with the law and with the ethical standards of our profession. Consequently, this policy has been prepared to protect 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 clinic should be limited to things like setting and changing appointments, billing matters, and other related issues. Please do not email providers about clinical matters because email is not a secure way to contact us. If you need to discuss a clinical matter, please feel free to call the clinic so it can be discussed on the phone or wait to discuss it at your next appointment. The telephone or face-to-face context simply is much more secure as a mode of communication. If this is an emergency, then contact Crisis Response (783-0500 or 1-800-783-0544) or go to the nearest Hospital Emergency Room.

**Phone/Text Messaging**

Clinic providers will respond to phone calls and voicemails as soon as they are able. Every effort will be made to respond to your call by the closing of the next business day. Please note, lengthy or frequent phone calls will be charged at the rate outlined in the Office Polices. If this is an emergency, then contact Crisis Response (783-0500 or 1-800-783-0544) or go to the nearest Hospital Emergency Room.

The personal cell phone numbers of clinic providers are not provided to clients of the clinic. Text messaging from our clinic phone number is used by our front office as a way to fill cancellations. We ask that you communicate with us via text *only to respond to that particular appointment request*. All other communications must take place via phone or in person, including scheduling of other appointments, cancellations or rescheduling, or anything regarding your account.

If you elect to participate in appointment reminders, then text messaging confirmation reminders may be sent. However please note, that any elaboration to your text confirmations are not accessible by our staff.

**Social Media**

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

Admittedly, clinic providers participate on various social networks, but not in our professional capacity. If you have an online presence, there is a possibility that you may encounter a provider by accident. If that occurs, please discuss it with your provider during your next appointment. We believe that any online communications with clients have a high potential to compromise the professional relationship. In addition, please do not try to contact providers this way. We will not respond and will terminate any online contact no matter how accidental.

**Websites**

We have a clinic website that you are free to access ([www.sageviewpsych.com](http://www.sageviewpsych.com)). We use it for professional reasons to provide information to others about our clinic. You are welcome to access and review the information that we have on our website. There are also many helpful resources linked from our website.

**Online Reviews**

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. Please do not rate our work with you while you are receiving services at the clinic on any of these websites. This is because it has a significant potential to damage our ability to work together and compromise confidentiality.

Again, we hope that you understand our sincere desire to provide you and your family with the highest standard of care. Your privacy and confidentiality are critical to this mission. Please feel free to discuss any questions you may have about this, or any other clinic policy, with your provider.

By signing below, you read and understand the content of this document.

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Signature (Parent/Guardian) Date

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Signature (Child, if age 13 years or older) Date

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Client Name (Please Print)