

## Electronic Communications Policy

### INTRODUCTION

In order to maintain clarity regarding our use of electronic modes of communication during your consultation, evaluation or treatment, Women's Mental Health Associates and Health Psychology Solutions has prepared the following policy. This is because various types of electronic communications are commonly used 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, can be inconsistent with the law and with the standards of my profession. Consequently, this policy has been prepared to increase the security and confidentiality of your consultation and treatment, and to assure that our communication is consistent with ethical and legal standards. If you have any questions about this policy, please feel free to discuss any concerns with me.

### EMAIL COMMUNICATONS

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. If you need to discuss a clinical matter with me, please call me at 215-370-2342 so we can discuss your concerns on the phone or wait for your appointment. Telephone, telehealth, or face-to-face contact are much more secure modes of communication.

### TEXT MESSAGING

Because text messaging is a very unsecure and impersonal mode of communication, I do not send text messages to, nor do I respond to text messages from anyone in treatment with me except about appointment times and changes. So, please do not text message me about personal concerns unless we have made other arrangements. Phone calls at 215-370-2342 are always preferred ways to reach me.

### SOCIAL MEDIA

I do not communicate with or contact any of my patients or clients through social media platforms such as Twitter, LinkedIn, and Facebook. In addition, if I discover that I have accidentally established an online relationship with you, I will cancel that relationship.

If you have an online presence, there is a possibility that you may encounter me by accident. If that occurs, please discuss it with me during an appointment. I believe that any communications with patients or clients online have a high potential to compromise the professional relationship. In addition, please do not try to contact me in this way. I will not respond and will terminate any online contact no matter how accidental.

## WEBSITES

Women’s Mental Health Associates and Health Psychology share a website that you are free to access. I use it for professional reasons to provide information to others about my varied professional work. You are welcome to review the information that I have on the website, and we should discuss questions during our appointments.

## WEB SEARCHES

I will not use web searches to gather information about you without your permission. I believe that this violates your privacy rights. I understand, however, that you might choose to gather information about me, Women’s Mental Health Associates or Health Psychology Solutions 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 me through web searches, or in any other fashion for that matter, please discuss this with me during our time together so that address any questions or concerns you may have.

Recently it has become fashionable for patients or 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 encounter such reviews of me or any professional with whom you are working, please share it with me so we can discuss it and its potential impact on your consultation or treatment. Please do not rate my work with you while we are in treatment together on any of these websites. This is because it has a significant potential to damage our ability to work together.

My signature below verifies that I have reviewed and understand this Electronics Communication Policy with Women’s Mental Health Associates and Health Psychology Solutions and will bring up any questions or concerns during appointments.

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Patient name (print)

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Date

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Patient name (signature)

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Date

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Helen L. Coons, PhD, ABPP

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Date

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