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ELECTRONIC COMMUNICATION POLICY

In order to maintain clarity regarding our use of electronic modes of communication during your treatment, the follow policy has been prepared for your review. Various types of electronic communications are common in our society. Many of these common modes of communication, however, put your privacy at risk and can be inconsistent with the law and with the standards of professional practice in the field of behavioral health. 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.

Phone Communications

Verbal phone communication is the preferred method of contact .Office staff are readily available by phone **844-JGRUBE-4** (844-547-8234) to address client needs. Scheduling, billing should and clinician's schedule's go directly through the main office by phone and can easily schedule in real-time. This eliminates any confusion that could potentially impact your care. Our staff work diligently to ensure clear communication with clinicians and can provide message on your behalf. Clinicians may also provide clients with a direct contact number. This varies from clinician to clinician. If your clinician chooses to do so, communications take place verbally by phone.

Should direct communication with your clinician be desired for other purposes, contact the office during regular business hours. If you have an emergency, we advise clients to please contact 911, go to your local emergency room, or follow your crisis plan as prescribed.

Email Communications

Email communication is used only for administrative purposes. Please do not email clinicians regarding clinical matters because email is not a secure method of contact. If you need to discuss a clinical matter, please discuss it on the phone or wait so it may be discussed during treatment sessions. The telephone or face-to-face context simply is much more secure as a mode of communication.

Should you contact your clinician by email regarding clinical matters, your clinician will reach out by phone verbally to discuss your concerns. Emails received regarding scheduling or billing needs will be directed to contact the main office.

Text Messaging

Text messaging is a very unsecure however, some may prefer texting non-confidential information. If you and your clinician agree, you may use text messaging. Should you text message your clinician regarding clinical matters, your clinician will reach out by phone verbally to discuss your concerns within 24 hours. Text messages regarding scheduling may be authorized by self & clinician.

Fax Communications

Faxes may be sent to our main office number. If fax is being used to provide records, please ensure there is a release of information on file for such authorizations. Additionally, all fax communications should include a cover page indicating the name of the recipient, name of the sender, contact information of the sender and confidential information disclosure (if appropriate).

(Client Initials) _____

(Print Date) _____

(Print Name) _____ **(Signature)** _____

(Print Address) _____ **(Phone/Mobile)** _____

_____ **(Print email)** _____

_____ **(Print Date)** _____

<https://www.jennifergрубе.com>

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