

TURNING POINT PSYCHOTHERAPY ASSOCIATES, LLC
ELECTRONIC COMMUNICATION POLICY

In order to provide clarity and understanding regarding the use of electronic modes of communication, Turning Point Psychotherapy Associates, LLC (TPPA) has prepared a policy to address this issue.

Many of the common modes of electronic communication now regularly used in our society put your privacy at risk and can be inconsistent with the law and the professional standards of the clinicians at TPPA. Consequently, this policy has been prepared to assure the security and confidentiality of your treatment, to the extent possible, and ensure that it is consistent with the law and our codes of ethics. If you have any questions about this policy, please feel free to discuss them with your practitioner.

Email Communication:

The clinicians at TPPA utilize the encrypted email platform, Hushmail. With your permission, we will use email to communicate with you about administrative matters unless we have made another arrangement. This means that email exchanges with your therapist should be limited to matters like setting and changing appointments, billing issues, or other administrative items. *Please do not email your therapist regarding clinical matters as they will become part of your permanent health record.*

Text Messaging:

Text messaging is not a secure mode of communication; therefore, TPPA therapists will only use this platform for the purpose of scheduling. *Please do not send text messages regarding clinical matters as they will become part of your permanent health record.*

PLEASE DO NOT EMAIL OR TEXT YOUR PROVIDER WITH AN EMERGENCY

Social Media:

The practitioners at TPPA do not communicate with our contact clients through social media platforms such as LinkedIn, Twitter, Facebook, Snapchat, etc. This is because communication on these types of platforms can create significant security risks for you. Your therapist may participate on various social networks themselves, but cannot communicate professionally with their patients. Therefore, we respectfully ask that you do not communicate with your therapist via these platforms. Please feel free to discuss this policy with your therapist if you have any questions.

Websites:

TPPA has several websites that you are free to access. These sites provide information about the practice and various services our clinicians offer. If you have any questions about these websites, please discuss them with your provider during your session.