



THE FAST TRACK  
TO BETTER  
BEHAVIOR

## **ELECTRONIC COMMUNICATION POLICY**

In order to maintain clarity regarding our use of electronic modes of communication during your treatment, AKA has prepared the following policy. Many of these common modes of communication put your privacy at risk and can be inconsistent with the law and with the standards of the profession. Consequently, this policy has been prepared to ensure the security and confidentiality of your treatment, and to ensure 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 clinician.

### **Email Communications**

Albert Knapp & Associates (AKA) uses email communication and text messaging for administrative purposes; AKA will not discuss clinical matters via email. This means that email exchanges with AKA should be limited to topics like changes to setting(s) and appointments, billing matters, and other related issues. Please do not email AKA about clinical matters because email is not a secure way to contact us. If you need to discuss a clinical matter with your clinician, please feel free to call the office for a phone consult or wait to discuss it during your therapy session. The telephone or face-to-face context is a much more secure mode of communication.

### **Text Messaging**

Because text messaging is not secure and is an impersonal mode of communication, AKA clinicians do not initiate text messages nor do AKA clinicians respond to text messages from clients. The only exception to this rule is for scheduling purposes. If you are running late or need to cancel, a text message may be appropriate.

### **Social Media**

AKA clinicians do not communicate with, or contact, any clients through their personal social media platforms, e.g. Twitter or Facebook. In addition, if an AKA clinician discovers that he or she has accidentally established an online relationship with a client, the clinician will immediately end the online relationship. Additionally, your clinician will not respond to comments or friend requests on social media, and will most likely "block" your attempts at online communication. This is because these types of casual social contacts can create significant security risks for you and potentially jeopardize your confidentiality.

However, AKA does maintain professional social media sites, which are designed to share resources with the community at large. Clients are welcome to "follow" AKA's professional social media sites, but are encouraged to never disclose their status as a current or past client. Keep in mind, by "following" AKA's professional social media sites you are disclosing a relationship with AKA, which does potentially put your confidentiality at risk.



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### **Websites**

AKA does have a professional website; [www.akatherapy.com](http://www.akatherapy.com). The website is for professional use in order to provide information to others about AKA. You are always welcome to access and review the information on the website.

### **Internet Searches**

AKA clinicians will not use Internet searches to gather information about you or your family, as we believe that this violates your right to privacy. However, we also understand that you might choose to gather information about us through these methods. In this day and age, there is an incredible amount of information available about individuals on the internet, much of which is known to that person and some of which may be inaccurate or even unknown. If you encounter any information about an AKA clinician through internet searches, or in any other way, please discuss this with your clinician during your time together; it is important to process such findings in such a way that any information/misinformation does not impact your treatment.

Recently it has become fashionable for clients to review their health care provider(s) on various websites. Unfortunately, mental health professionals cannot ethically respond to such comments and/or potential related errors/misinformation due to confidentiality restrictions. If you encounter such reviews about any AKA clinician with whom you are working, please share it with your clinician so it can be discussed and processed in such a way that any information/misinformation does not impact your treatment. Please do not rate AKA's therapeutic work while we are in treatment together on any of these websites. This is due to the significant potential for damage to the therapeutic relationship.

I acknowledge receipt of this notice

**Typing your name in the signature line below will be used and considered as your electronic signature.**

Client Name: \_\_\_\_\_

If Client is a Minor, Parent or Guardian Name: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_