

Clinical Psychology Associates, LLC
Alternative Communications Policy

It is the policy of Clinical Psychology Associates to allow consumers to communicate with clinic staff in multiple ways while acknowledging the limitations on the confidentiality of those communications.

1. Written communications including letters, billing statements, and other correspondence will be sent via US Mail to the consumer's address on record or, preferably, placed in the MYIO app portal. Consumers are asked to update their mailing address, e-mail address, and other contact information as needed.
2. The clinic maintains a confidential voicemail system for the convenience of our consumers. Confidential voicemail messages may be left at any time for specific clinical or administrative staff. A directory of voicemail extensions is accessible by calling the clinic and entering the voicemail system.
3. The clinic maintains an electronic mail (e-mail) system for the convenience of our consumers. Our e-mail system is not encrypted, and no guarantees can be made as to the privacy of any e-mail messages sent or received by the clinic. Consumers may communicate with the clinic via e-mail, but in doing so acknowledge and accept the risk of a breach of privacy. It is NOT recommended that consumers use e-mail for the communication of sensitive personal information, although our staff will use e-mail for such communications if the consumer initiates the request. We will consider the receipt of e-mail from a consumer as an acknowledgement of this risk and a request for use of e-mail as a communication medium.
4. Individual clinicians may be capable and willing to communicate utilizing text messaging via cellular telephones or other devices. Such activities are not encrypted, and no guarantees can be made as to the privacy of any text messages sent or received by the clinic. Consumers should talk specifically with their clinician if they wish to communicate via text messaging.
5. Electronic mail and text messages sent or received by the clinic and its staff will generally not be placed in the consumer's clinical record, although under some legal circumstances they may become part of the clinical record.
6. Clinic staff and employees will not communicate with consumers for the conduct of clinic business using social media platforms (such as Facebook, InstaGram, SnapChat, etc.). Such communications are public and are not appropriate for the conduct of professional communications or business. Clinic staff will not "friend" or accept "friend" requests from current or former consumers.