

# **Communications Policy**

When you need to contact Laura S Mindell PLLC/Revitalize Counseling for any non-emergency, the following methods are the most effective ways to get in touch in a reasonable amount of time. Due to the nature of texting, I do not correspond via text.

## **Email**

Email is monitored Monday- Thursday between 10:00 a.m. - 4:00 p.m. and Friday 10:00am-1:00pm. The email service that is used is HIPAA compliant/Encrypted and was specifically chosen to protect your privacy.

## **Phone**

Laura S Mindell/Revitalize Counseling utilizes phone calls and voicemail only. Laura S Mindell/PLlc Revitalize Counseling will not text nor respond to text messages. Phone and voicemail is monitored Monday-Thursday between 10:00 a.m. - 4:00 p.m. and Friday from 10:00am -1:00pm and may not be available for mental health emergencies.

## **Mental Health Emergencies**

If you or your loved one have a mental health emergency and Laura S Mindell PLLC/Revitalize Counseling is not immediately available, take reasonable steps to keep yourself or your family member safe. Call 911, 988, or head to your nearest emergency room.

## **Response Times**

Laura S Mindell PLLC/Revitalize Counseling may not be able to respond to your messages and calls immediately. For voicemails and emails, you can expect a response within 24 hours if your call is received during monitored correspondence hours. If Laura S Mindell PLLC//Revitalize Counseling is able, there will be a response more promptly. Be aware that there may be times when it is unable to receive or respond to messages, such as when out of cellular range or out of town.

## **Communicating Securely**

Laura S Mindell PLLC/Revitalize Counseling subscribes to the following service(s) that can allow us to communicate more privately through the use of encryption and other privacy technologies. Please ask if you need any assistance:

- HIPAA Compliant Mail Service
- Secure Online Video Platform

## **Social Media**

Social media messaging systems such as Facebook Messenger, Instagram or Twitter (and others) have very poor security. Because Laura S Mindell/Revitalize Counseling is not prepared to watch them closely for important messages from clients and because they may compromise your confidentiality, Laura S Mindell PLLC/Revitalize Counseling will not respond to attempts to contact me via any social media platform. You are welcome to follow any social media accounts related to her mental health practice that have been created by Laura S Mindell PLLC/Revitalize Counseling but please refrain from making specific comments that would compromise your confidentiality.

## **Web Searches**

Revitalize Counseling will not use web searches to gather information about you without your permission as this may violate your privacy rights. Likewise, 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 together we can process it and its potential impact on your treatment. Also, if you learn personal information about me including my home address or personal phone, you agree to protect our working relationship and my privacy by disregarding this information and choosing not to visit my home or contacting me on my personal phone, or sharing this information with others. Please acknowledge your consent to the information contained in this paragraph by initialing below:

Initials: \_\_\_\_\_

## **Disclosure Regarding Third-Party Access to Communications**

Please know that when electronic communications methods, such as email, texting, online video, and possibly others are used, there are various technicians and administrators who maintain these services and that may have access to the content of those communications. In some cases, these accesses are more likely than in others for example work or school emails..

## **Right to Receive Appointment Reminders**

You will receive email or text reminders prior to each appointment. You acknowledge the possible risks of someone accessing your personal data or your electronic devices. If you deem that it is unsafe or undesirable for you to receive appointment reminders by email, you understand you have the right to contact Laura S Mindell PLLC/Revitalize Counseling to request that appointment reminders be discontinued. Until then, you agree to receive appointment reminders by email or text.

Name of person who completed this form: \_\_\_\_\_

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