

# **Neuropsychological Services of Oregon, LLC**

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## **Electronic Communication Policy**

In order to maintain clarity regarding the use of electronic modes of communication during your treatment, the providers at Neuropsychological Services of Oregon, LLC (NSO) have prepared the following policy. This is because the use of various types of electronic communications is common in our society, and many individuals believe this is the preferred method of communication with others, whether their relationships are social or professional. 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 our profession. 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.

If you have any questions about this policy, please feel free to discuss them with your provider.

### **Email Communications**

At NSO we use email communication only with your permission and only for administrative purposes unless we have made another agreement. That means that email exchanges with the office staff or providers should be limited to things like setting and changing appointments, billing matters and other related issues. Please do not send an email about clinical matters because email is not a secure way to contact us. If you need to discuss a clinical matter with your provider, please feel free to call the office so that the matter can be discussed on the phone or wait so it can be discussed during your appointment. The telephone or face-to-face context simply is much more secure as a mode of communication.

### **Text Messaging**

Because text messaging is a very unsecure and impersonal mode of communication, the providers and staff members at NSO will NOT text message you, nor will they respond to text messages from anyone in treatment. So, please do not text message office staff or your provider unless other arrangements have been made.

### **Social Media**

Providers and staff members at NSO do NOT communicate with, or contact, any current patients through social media platforms (for example, Twitter and Facebook). In addition, if your provider discovers that he or she has accidentally established an online relationship with you, the provider will cancel that relationship. This is because these types of casual social contacts can create significant security risks for you.

The providers and staff members at NSO participate on various social networks, but not in a professional capacity. If you have an online presence, there is a possibility that you may encounter one of us by accident. If that occurs, please discuss it with your provider during your appointment. At NSO we believe that any communications with clients online have a high potential to compromise the professional relationship. In addition, please do not try to contact your provider in this way. The provider will not respond and will terminate any online contact no matter how accidental.

### **Websites**

NSO has a website that you are free to access. NSO uses it for professional reasons to provide information to others about the providers and NSO as well as the services offered by the practice. You are welcome to access and review the information on the website and, if you have questions about it, discuss them with your provider at your appointment.

### **Web Searches**

Providers and office staff at NSO will not use web searches to gather information about you without your permission. We believe that this violates your privacy rights; however, I understand that you might choose to gather information about providers in this way. In this day and age there is an incredible amount of information available about individuals on the internet, much of which may actually be known to that person and some of which may be inaccurate or unknown. If you encounter any information about providers through web searches, or in any other fashion for that matter, please discuss this with your provider during your time together so that you and your provider can deal with it and its potential impact on your treatment.

Recently it has become fashionable for clients to review their health care provider on various websites. Unfortunately, mental health professionals cannot respond to such comments and related errors because of confidentiality restrictions. If you encounter such reviews of the providers at NSO or any professional with whom you are working, please share it with your provider so the two of you can discuss it and its potential impact on your therapy. Please do not rate your NOS provider's work with you while you are in treatment together on any of these websites. This is because it has a significant potential to damage our ability to work together.