

## **FourPoints Health – Behavioral Health Program Electronic Communication Standards**

At FourPoints Health, it is our goal to provide you with the best possible care and maintain a healthy and ethical relationship with all our clients. Your confidentiality is of upmost concern for us and we must always maintain it. For that reason, it is important to clarify our ethical duties with electronic communications. At FourPoints Health, we adhere to the following standards:

### **Communication by Cell Phone**

- We encourage clients to use our business phone number during business hours rather than call our cell phones. We do not always have the availability to answer a cell phone call during business hours. Please leave a message and expect a return call within 24-48 hours. Our counseling staff do not respond to patient/client calls outside of business hours. FourPoints Health does have an on-call provider for urgent, non-life-threatening medical and/or mental health needs (see Emergency - After Hours Care policy at [https://fourpointshealth.org/images/pdfs-doc/Emergency-After\\_Hours\\_Care.pdf](https://fourpointshealth.org/images/pdfs-doc/Emergency-After_Hours_Care.pdf)). If you or your family member have a mental health emergency go immediately to the ER or call 911. If you leave an emergency message on our cell phones after 5:00 PM, the police will be dispatched to your home to do a well-person check on you or your family member. You or your family member may be transported to the emergency room if the police determine there is a danger to self or others.
- Texting: Because it is not a secure method of communication, we do not conduct any client care via text message. Please do not send text messages about you or your family's mental health care. If you send a text message with identifying information or clinical information, we will not respond back. If you send a text message talking about suicidal or homicidal thoughts or intent, the police will be dispatched to your location to do a well-person check on you. You may be transported to the emergency room if they determine you are a danger to yourself or others.

### **Communication by Email**

- We are not legally able to communicate with or about our patients via unsecure email. All emails are sent with encryption. We are only allowed to respond to emails in an encrypted manner. We cannot provide therapy or give any clinical advice via email. We cannot distribute any clinical documentation via unsecure email. Copies of records require a proper and approved release of information. Once the records are released, they can be picked up in person, mailed, emailed with encryption, or faxed via secure fax.

I have read the above information and agree to adhere to the Electronic Communication Standards in all my clinical contact with my therapist:

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

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