

JOHN R DAY & ASSOCIATES, LTD
CHRISTIAN PSYCHOLOGICAL ASSOCIATES

ELECTRONIC COMMUNICATION POLICY

In order to maintain clarity regarding our use of electronic modes of communication during your treatment, we have prepared the following policy. Many of these common modes of electronic 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 questions about this policy, please speak with our Risk Management Officer: Jessica Le.

Social Media

John R Day & Associates participates in various social media as a matter of business and information. You may view our posts, participate in discussion, or ask questions. However, please do not reveal more identifying information about yourself than you feel comfortable. **The Illinois Legal and Ethical guidelines do not allow therapists to have personal contact with clients through social media while you are in treatment as it may compromise your treatment.** Please understand if your therapist does not accept your friend requests on social media.

Web Searches

There is an incredible amount of information on the internet about individuals, whether it is correct or not. If you encounter information about us that you would like to clarify, please speak to your therapist about it or contact our office to speak with the Risk Management Officer. It has become common to review providers on the internet. We cannot respond to these. If you do please be aware that it might have a significant potential damage to your therapist's ability to work with you whether the review is positive or negative. We encourage you to speak with your therapist about your thoughts instead.

Text Messaging

Text messaging is a fast and efficient way to communicate. However, text messaging is insecure. Text messaging does not replace time in therapy. We only send texts as an appointment reminder, which does not have any protected health information. The practice does not respond to text messaging. Text messaging with your therapist must be arranged between you and your therapist ahead of time. If you initiate text messaging, it is automatically understood that you consent to text messaging with your therapist.

Email

John R Day & Associates uses email and text messaging to remind clients of their appointments. Our system generates an email with a link for Patient Ally, your Patient Portal. We use email for administrative purposes such as billing and related activities, such as sending reports, etc. We also use email within our practice. However, email is highly insecure. We do not use encryption technology. However, we have procedures that provide reasonable safeguards to protect health information. Whenever possible, we request that you sign a Release of Information to authorize us to email your records to other providers, individuals, or offices.

If you request documents from us for yourself via email, you are consenting for us to send potentially private information. If you initiate email to the office or your therapist, you are automatically consenting to email between you and our office and/or your therapist. It is up to your own discretion whether to communicate highly sensitive or personal information via email. We will not do so in the body of the email. You may revoke this consent in writing at any time. Please understand that email communication between you and our office or you and your therapist may become a part of your permanent records if we deem it relevant.

Faxing

As with email, our fax is not encrypted. In some instances, we use fax to send billing to your insurance. This is allowed. Whenever possible, we will request a Release of Information from you to fax your records to other providers, individuals, or offices which you consent. We use reasonable safeguards to ensure that the fax goes to the correct place. You may also request your records or bills be faxed to yourself as long as you understand that faxing is insecure.