

Straight Forward Therapy, LLC: Text Message Communication Policy

Introduction

At Straight Forward Therapy, LLC, we are committed to providing our patients with clear and accessible communication options. We understand that text messaging can be a convenient way to communicate for appointment reminders, scheduling, and other non-urgent matters. This document outlines your rights regarding text message communication with Straight Forward Therapy, LLC.

Patient Rights Regarding Text Message Communication

1. Right to Opt-In:

- You have the right to choose whether or not you wish to receive text message communications from Straight Forward Therapy LLC.
- If you choose to opt-in, you agree to receive text messages related to appointment reminders, scheduling changes, and other non-urgent administrative matters.
- Please be aware that while we take precautions to protect your privacy, text messaging is not a completely secure form of communication. Therefore, we will not send confidential or sensitive information via text message.

2. Right to Opt-Out:

- You have the right to opt-out of receiving text message communications at any time.
- If you choose to opt-out, you will no longer receive text messages from Straight Forward Therapy, LLC.
- You may still receive communications via other means such as phone calls or email.

3. How to Opt-In or Opt-Out:

- To opt-in or opt-out of text message communications, please inform your therapist directly.
- You may also communicate your preference via email or phone call.
- Please specify your preference clearly. For example: "I would like to opt-in to text message communications," or "I would like to opt-out of text message communications."
- Any changes to your preferences will be recorded in your patient file.

4. Content of Text Messages:

- Text messages from Straight Forward Therapy LLC will be limited to non-confidential information, such as appointment reminders, scheduling changes, and general administrative updates.
- We will not send sensitive or confidential information, such as therapy notes or personal details, via text message.
- If a text is sent, and you reply with sensitive information, please be aware this information is not secure.

5. Data Privacy:

- Straight Forward Therapy, LLC is committed to protecting your privacy. We will only use your phone number for the purposes of communicating with you as outlined in this policy.
- We will not share your phone number with any third parties without your explicit consent, unless required by law.

6. Emergency Communication:

- Text messaging is not an appropriate method for emergency communication.
- If you are experiencing a mental health emergency, please call 911 or your local emergency services.
- You can also call the suicide and crisis lifeline at 988.

7. Changes to this Policy:

- Straight Forward Therapy, LLC reserves the right to modify this policy at any time. Any changes will be communicated to patients in a timely manner.

Patient Acknowledgement

By continuing to receive services from Straight Forward Therapy LLC, you acknowledge that you have read and understood this Text Message Communication Policy. You have the right to discuss any questions or concerns with your therapist.

Contact Information

If you have any questions or concerns regarding this policy, please contact your therapist directly or contact Straight Forward Therapy, LLC.