

# **Electronic Communications Policies - Learning Coach LLC**

Learning Coach LLC - Bellingham, WA - LearningCoachWA.com - 360-207-4560

**Purpose of this form.** The purpose of this policy is to clarify the use, limitations, and risks of electronic communication during your work with Learning Coach LLC. Many forms of electronic communication can put your privacy at risk. Learning Coach LLC makes efforts to communicate with you in ways that safeguard therapeutic boundaries, assure the security and confidentiality of your treatment, and are compliant with ethics and laws. Please read this policy carefully, and if you have any questions, please discuss them with your therapist.

## **Email and Text Communications**

Learning Coach LLC offers email and/or text communication, using it only with your permission, and only for administrative purposes. Therefore, email exchanges and text messages with Learning Coach LLC should be limited to things like setting and changing appointment times, notifying your therapist if you are running late to a session, and simple billing matters. Due to limitations in security, please do not email or text your therapist about therapeutic matters. Your therapist is ethically and legally obligated to maintain records of each time we meet, talk on the phone, or correspond via electronic communication. A judge can subpoena your records for a variety of reasons, and if this happens, your therapist must comply. You should also be aware that any email sent to your therapist from a computer in a work-place environment is legally accessible by your employer. All emails are stored in the logs of Internet service providers and/or employers. While it is unlikely that these logs will ever be reviewed, they are nevertheless available to be read by system administrator(s). If you choose to communicate with Learning Coach LLC via email, please be aware that any emails received from you, and any responses sent to you, become part of your therapeutic record. If you need to discuss a therapeutic matter with your therapist, please call directly, or wait to discuss it in your next session. The telephone and face-to-face context are the most secure modes of communication.

## **Website and Blog**

Learning Coach LLC maintains a professional website that will be available to provide information about services, as well as to educate and provide resources. In order to protect your privacy, the ability to leave comments on the website will be disabled. If you have questions or feedback about any of the information shared on the website or blog, please discuss them during your appointment time with your therapist.

## **Social Media**

Learning Coach LLC maintains social media pages to share pertinent articles related to learning and therapy. You are welcome to follow/like these professional social media pages and read or share articles posted there. However, by doing so you understand that this may

compromise your confidentiality. Individual therapists at Learning Coach LLC may participate on various social networks like Facebook, Twitter, YouTube, Instagram, and LinkedIn. Learning Coach LLC policy is that individual therapists do not engage with any current or previous clients through these social media platforms as casual social contact could create significant security risks for clients and have the potential to compromise the professional relationship.

Learning Coach LLC will not use web searches to gather information about you without your permission as we believe this violates your privacy rights. However, we understand that you might choose to gather information about your therapist in this way. There is a lot 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 such reviews of your therapist, please feel free to share them in person so any concerns can be addressed. In order to protect your confidentiality, Learning Coach LLC does not encourage “rating” our work online, but discussing both positive experiences and concerns directly with your therapist.

### **Acknowledgment of Receipt and Permissions**

I understand that I may change or revoke any or all of my permissions at any time in the future, simply by discussing it with my clinician and signing a new Electronic Communication Policy. I have read and understand the Electronic Communication Policy. I agree to the statements herein. This document was discussed with me and any questions I had were answered fully.

\_\_\_\_\_ I agree \_\_\_\_\_ do not agree to use texting as a way to communicate with my clinician for administrative purposes only.

\_\_\_\_\_ I agree \_\_\_\_\_ do not agree to use email as a way to communicate with my clinician for administrative purposes only.

*BY SIGNING BELOW I AM AGREEING THAT I HAVE READ, UNDERSTOOD AND AGREE TO THE ITEMS CONTAINED IN THIS DOCUMENT.*

Client name \_\_\_\_\_

Legal guardian name \_\_\_\_\_ Relationship to client \_\_\_\_\_

Signature \_\_\_\_\_ Date \_\_\_\_\_