

Erica N. Green, LCSW, CADC

Clinical Social Worker

Electronic Communication Policy

This document outlines my policy and intent for use of email and phones in relation to our work together. Please read this over and ask any questions you may have prior to signing.

Texting:

Texting is not a secure or private form of communication. I use Google Voice as my texting platform for appointment reminders. As your confidentiality is important to me, I request that any communication through texting not include your name, or the name of your child. **The use of text should only be used for 'business' such as changing appointments, canceling appointments, and non-clinical information.** Any clinical information can be left via voicemail on my office number (207) 854-0406. If it appears as though the response required from me includes sensitive information, I will call back instead of text.

You can expect to hear a response from me within 12-24 hours during weekdays, and by the next business day if on the weekend, holiday, or during scheduled vacation time. There is no guarantee of an immediate response, therefore, **in the case of an emergency please call the crisis hotline at 1-888-568-1112 or text the word "HOME" to 741-741.**

Email is also not a secure way to communicate. However, I do use a secure, encrypted email platform, protonmail. If you and I discuss using email in our treatment together, to connect between sessions, you may decide to use a separate more secure email address. Outside of that, steps to protect your confidentiality will be taken, such as avoiding the use of names or initials, not going into details, not referring to diagnoses or current treatment goals, etc. would be recommended. Otherwise, email will be for non-sensitive information.

All emails will be printed and will be a part of your file.

You can expect to hear a response from me 12-24 hours during weekdays, and by the next business day if on the weekend. There is no guarantee of an immediate response, therefore, **in the case of an emergency please call the crisis hotline at 1-888-568-1112 or text the word "HOME" to 741-741.**

Social Media/Google (Facebook, LinkedIn, etc):

It is my policy to never connect with current clients or previous clients on social media of any kind. It is also my policy to not search for current/previous clients, or to look at any related information on these sites. It is also my policy to not search for current/previous clients on Google or any other search engine.

If by chance current/previous clients end up connected to me through a mutual connection, a separate conversation can occur via phone in regards to respecting each other's privacy, if the situation calls for this.

___ I understand that email and standard SMS messaging are not confidential methods of communication and may be insecure. I further understand that, because of this, there is a risk that email and standard SMS messaging regarding my care might be intercepted and read by a third party.

___ I have read and understand the Electronic Communication Policy and I consent to the use of text and email as outlined above.

___ I would like a copy of this document

Client Signature

Date

Guardian Signature

Date

Clinician Signature

Date