

Electronic Communication Policy

Policy Statement:

At Intersection Therapy, we value your convenience and recognize the role of electronic communication in our interactions. This Electronic Communication Policy (ECP) is designed to ensure you are well-informed about the limitations and security considerations associated with electronic communication in our therapeutic relationship.

Types of Electronic Communication:

1. **Email:** Email is a convenient means of communication often used for administrative purposes, such as appointment scheduling and general inquiries. However, it is important to note that email is not a secure form of communication. While we take reasonable precautions to protect the confidentiality of email communications, clients should be aware that there is a risk of unauthorized access.
2. **Text Messaging:** Text messaging may be used for appointment reminders and scheduling changes. Like email, text messaging is not a secure form of communication. Clients are encouraged to limit the use of text messages for sharing sensitive or confidential information.
3. **Teletherapy Platforms:** For secure and confidential communication during therapy sessions, we use teletherapy platforms with encryption and security features designed to protect your privacy. Our chosen third-party provider, Jane App, is committed to protecting patient data. Jane App's privacy and security policies are in place to safeguard your information. You can learn more about Jane App's policies by visiting the following link: [Jane App Privacy and Security Policies](#).

Limitations of Electronic Communication:

1. **Security Risks:** It's important to understand that electronic communication, including email and text messaging, may not be completely secure. There is a risk that unauthorized individuals may gain access to electronic messages, potentially compromising confidentiality. While we implement safeguards, we cannot guarantee absolute security.
2. **Miscommunication:** Electronic communication can sometimes lead to misunderstandings due to the absence of non-verbal cues and tone of voice. We encourage open and clear communication during therapy sessions to minimize misinterpretations.
3. **Response Times:** We strive to respond to electronic communications promptly. However, please avoid using electronic communication for urgent matters or emergencies. In case of a crisis or



urgent situation, seek immediate assistance through appropriate channels, such as emergency services or crisis hotlines.

Client Responsibility:

Your privacy and security are important to us. To enhance your electronic communication experience, we request the following client responsibilities:

- Limit Confidential Information: Avoid sharing sensitive or confidential information via email or text messages. Instead, use secure methods during therapy sessions or through encrypted teletherapy platforms.
- Consider Communication Frequency: While we appreciate your convenience, consider the frequency and timing of electronic communications to ensure they contribute positively to your therapy experience.

Alternative Communication Methods:

For matters requiring a higher level of security and privacy, we encourage you to discuss them during scheduled therapy sessions or through secure teletherapy platforms, where confidentiality is better maintained.

Client Education:

Clients are encouraged to engage in open dialogue and proactive communication with their therapists regarding this policy to ensure that their unique needs, preferences, and concerns are addressed in therapy.

Updates and Amendments:

Clients will be informed of any updates or amendments to this policy, including how changes will be communicated and the effective date of any policy revisions.

Policy Review:

This policy may be subject to periodic review and updates to ensure its effectiveness and alignment with our commitment to providing quality online therapy services.

Last Updated: August 2023