



In order to maintain clarity regarding our use of electronic modes of communication during your treatment, Frontier Health and Wellness (FHW) in collaboration with its contracted providers has prepared the following policy.

The use of various types of electronic communications is common in our society, and for many individuals this is the preferred method of communication, whether their relationships are social or professional. Many of these common modes of communication, however, put your privacy at risk and can be inconsistent with the law and with the standards of medical care. Consequently, this policy has been prepared to assure the security and confidentiality of your treatment and to assure that it is consistent with ethical, legal and professional standards.

Email Communications

We use email communication, only with your permission, and only if there is not another option of communication that provides you with greater privacy and security. That means that email exchanges with FHW and its contracted providers should be used sparingly and limited. It is the preference of FHW and its contracted providers that all electronic communication be managed and sent through your secure Patient Portal.

Emails to FHW or its contracted providers regarding clinical matters should be avoided as **they are not secure** and if you must use electronic communication FHW and its contracted providers request the use of your Patient Portal messaging system. If you still choose to send an email regarding a clinical matter the email can be saved for reference during the next appointment. If the client chooses to include a clinical question in their email they may be answered by your provider, however it is understood that:

- email communication is not a secure medium
- email does not allow for the degree of precision and effective communication that face to face encounters do
- email communication can be easily misinterpreted or misunderstood, that it is practically impossible to provide an answer to any question which covers all possible outcomes and or risks

If you need to discuss a clinical matter with your provider, please feel free to call so they can discuss it on the phone or; if possible, wait so you can discuss it during your next appointment. The Patient Portal, telephone or face-to-face communication is much more secure as a mode of communication. FHW and its contracted providers work hard to protect your privacy and wish to maintain communication through the safest means possible.

Note: There is a billing protocol in place for electronic communication and phone call responses. Please review your Consent to Treat and Financial Responsibility document for more detailed information.

Text Messaging

Appointment related text messaging reminders are provided at Frontier Health and Wellness and its contracted providers as a courtesy (see Consent to Treat and Financial Responsibility form for details). Due to text messages being an impersonal and insecure mode of communication, FHW and its contracted providers do not text social or treatment related messages to clients/families nor do we respond to text messages from anyone in treatment. Please do not text message FHW staff or any of its contracted providers.

Social Media

Frontier Health and Wellness (FHW) or its contracted providers do not communicate with, or contact, any clients through social media platforms, such as Twitter and/or Facebook. This is because these types of casual social contacts can create significant security risks for you and your provider.

Any communications with clients online have a high potential to compromise the professional relationship as well as your protected health information. In addition, please do not try to contact FHW staff or its contracted providers in this way. We will not respond and will terminate any online contact even if it is accidental.



Electronic Communication Policy
FRONTIER HEALTH AND WELLNESS



Websites

Frontier Health and Wellness (FHW) has a website that you are free to access. It is used for professional reasons to provide information to others about FHW and its contracted providers. You are welcome to access and review the information that we have on our website and, if you have questions about it, we should discuss this during your next appointment.

Web Searches and Reviews

Frontier Health and Wellness (FHW) and its contracted providers will not use web searches to gather information about you without your permission. This is felt to violate your privacy rights; however, we understand that you might choose to gather information about FHW or its contracted providers in this way. There is an incredible amount 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 any information about contracted providers or other staff at FHW through web searches, or in any similar fashion, please discuss this with us during our appointment so that we can address its potential impact on your treatment.

Recently it has become commonplace for clients to review their healthcare provider on various websites. Unfortunately, mental health professionals cannot respond to such comments and related errors because of confidentiality restrictions. If you encounter such reviews of Frontier Health and Wellness or any contracted provider with whom you are working, please share it with us so we can discuss it and its potential impact on your treatment. Please do not rate our work with you while we are in treatment together on any of these websites. Doing so can potentially damage your providers ability to work with you.

If you have any questions about this policy, please feel free to discuss this with us in person.

I have read the above Electronic Communications Policy document from Frontier Health and Wellness. I understand and accept all the terms set forth above. All of my questions and concerns have been answered and addressed by Frontier Health and Wellness or my provider prior to signing and submitting this document.

 Printed Name of Patient or of Legal Guardian

 Relationship to Patient

 Signature Patient or of Legal Guardian

 Date