

# Centers for Family Change Communication Policy

This document details the **Centers for Family Change's** policies regarding communication with your Centers for Family Change therapist and Centers for Family Change staff. Please remember that it is important that you read this document carefully because by signing the **Centers for Family Change Consent to Receive Therapy Services Form** you are agreeing to adhere to the policies and procedures outlined in this document.

## Our voicemail system

The Centers for Family Change uses a voice mail paging system for all incoming calls. To reach all Centers for Family Change therapists call the practice's main number: **630 586-0900**. Please leave a message in **your therapist's voice mail box**.

If you are not available when your therapist calls you at work your therapist will leave a message identifying themselves by name only (unless leaving a message on your confidential voice mail, or if instructed otherwise).

If you are not available when your therapist calls your home or cell phone your therapist will leave a message and identify where s/he is calling from (if asked). If you do not want us to leave a message or identify ourselves **leave this instruction each time you call**.

## Emailing your Centers for Family Change therapist

The Centers for Family Change utilizes an encrypted HIPAA compliant email system through G Suite. G Suite emails are similar to regular Gmail emails, in appearance. However, G Suite is HIPAA compliant and encrypted. Therefore, when you receive an email from the Centers for Family Change you will need to verify that you are the correct recipient of the email before you can open the email. However, even with an encrypted system the Centers for Family Change cannot guarantee that email will be 100% confidential. Please keep this in mind if you choose to use email and remember that email creates a permanent record of a communication.

## When to use email to contact your therapist: Only for scheduling

The Centers for Family Change therapists **will only use email for scheduling and non-clinical questions**, e.g., billing questions. Moreover, many Centers for Family Change therapists only check their email every other day. Please discuss with your therapist whether your therapist uses email to communicate with clients as this is an individual decision of each Centers for Family Change therapist. Not every Centers therapist uses email.

## G Suite versus Hushmail

The Centers for Family Change uses an electronic HIPAA complaint document signing portal through Hushmail. Please note we only **use Hushmail for forms!** Only email your therapist through their G Suite email.

## **In an Emergency**

**In a true emergency situation call 911 or go to the nearest emergency room.**

If you believe that it is appropriate to talk to a clinician please leave a message in the **Emergency** voice mail box. **You would call: 630 586-0900, ext.5.**

**All true emergency messages should be returned, within 30 minutes**, by our On-Call therapist. The On-Call therapist position is rotated among our full-time staff. If you do not receive a return call within 30 minutes please call back (there are times, due to factors beyond our control, where the On-Call therapist may not receive your message, e.g., voice mail malfunction). If you cannot wait for a return call please call 911, contact your family physician or go to the nearest emergency room. The On-Call therapist will inform your therapist of your emergency call. There is no way to emergency page your therapist. Never leave an emergency message in your therapist's voice mail box.

## **Never use emails for emergencies**

**As noted above, not all Centers for Family Change therapists use email, and we only use email for scheduling and non-clinical matters.**

## **Consent to contact you by phone, mail, and email**

By signing the **Consent to Receive Therapy Services Form**, you are agreeing to adhere to Centers for Family Change communication policies, as outlined in this policy. Moreover, you are consenting to allow the Centers for Family Change to contact you at home, work, and by cell phone and send correspondence to your home by mail or email. If you do not want to be contacted at home or work, or by mail or email, you need to provide us with written notice specifying where & how you do not want to be contacted, and clearly indicating where & how we have your permission to contact you.