**Consent for Communication through Phones, Text Messaging, and E-mail**

In order to maintain a confidential, professional level of communication between therapist and client, the following standards will be followed in regard to text messaging and phone/email services. As there is no administrative assistant on staff, each provider is responsible for handling his/her text messages, email, and voicemail messages. As our providers spend the day working with clients and collaborating with outside service providers to provide a well-rounded service for their clients, it is expected mutual respect for the providers time and return contact is adhered to from the clients end. For this reason, text messaging, voicemail, and email should be limited to an “as needed” basis and used in a manner that allows the provider to respond in a reasonable time frame without requiring any type of actual “counseling services” to take place over these venues.

* Text messaging can be used to schedule, change, or cancel appointments. (24- hour cancellation policy still applies, and the provider may charge for missed session and those not canceled prior to the 24-hour window)
* Text messages regarding setting up or changes to appointment times will be responded to within 24 business hours. Please note therapists are working with other clients throughout the day, so an immediate response is not to be expected.
* If clinical matters need to be discussed, call and leave a message. If a text message is sent regarding clinical issues it will be discussed via phone or at your next appointment, at the providers discretion of the need for urgency and providers availability. No communication regarding treatment/or counseling services will be provided over the phone.
* Phone calls will be limited to 10 minutes, at the providers discretion. If counseling is required, and more time is needed for consultation, then the therapist will suggest, if time permits, that it become a billable service.
* Emailing will be limited to making or changing appointment times. Note that this method of contact will be responded to within 48 business hours. Personal counseling services will not be addressed through email.
* Text messaging SHOULD NOT be used if you are experiencing a medical emergency. Call 911 or your county’s crisis hotline: Washington (262) 365-6565, Dodge County (920) 386-4094, Waukesha County (262) 548-7666, Milwaukee County (414) 257-7222, Ozaukee County (262) 284-7172.
* This practice does not charge for text messaging services, but standard rates may apply as provided by your wireless plan. Contact your carrier for information on pricing plans and details regarding text messaging.
* This practice does utilize an Electronic Health Record (Simple Practice) which does have secure messaging available for clients and providers. Clients may opt to use this service as well once they have set up and logged into their portal.
* Coaching/Mentoring Texting communication- Some therapeutic techniques, such as DBT, Trauma-Informed Care, and in Creative Processing the therapist and client may decide to contract and utilize texting/emailing as a form of communication between sessions. This will be discussed and agreed upon between the therapist and client with boundaries. If concerns arise regarding this type of communication done between sessions, then these concerns will be discussed using the skills learned in therapy. The coaching/mentoring texting/emailing communication may assist in: distress tolerance skills, emotional regulation, interpersonal effectiveness, and creative processing.
* As of July 21, 2020, The following functionality is Included Functionality under the applicable HIPAA Business Associate Addendum: Gmail, Calendar, Drive (including Docs, Sheets, Slides, and Forms), Apps Script, Keep, Sites, Jamboard, Hangouts (chat messaging feature only), Google Chat, Google Meet, Google Voice (managed users only), Google Cloud Search, Cloud Identity Management, Google Groups, Google Tasks and Vault (if applicable).