



# ELECTRONIC COMMUNICATION POLICY

## Resiliency & Recovery, LLC

This policy was created to provide clarity regarding Resiliency & Recovery's use of electronic modes of communication during your treatment. Several modes of electronic communication can put your privacy at risk and be inconsistent with the law and professional standards. Therefore, this policy has been prepared to ensure the security and confidentiality of your treatment.

**Email and Text Communications:** Resiliency & Recovery, LLC will communicate with you via email and text message with your consent. Please ensure your communication is relating to non-clinical matters such as scheduling appointments, billing, etc. Please limit the amount of personal information you include in any message. Should you wish to discuss a clinical matter with your provider, feel free to call them or wait until your next appointment. This is a more secure form of communication. Resiliency & Recovery, LLC is unable to guarantee the confidentiality of text messages. Your provider will discuss their preferred method of communication with you at the time of your initial appointment.

**\*\*With both email and text messaging [please be mindful of your provider's time](#).** Messages received outside business hours will not receive a response until the following business day. If you are experiencing an emergency outside of your provider's business hours, please call 911 or seek out assistance from your local hospital emergency room.\*\*

**Social Media:** Resiliency & Recovery, LLC providers will not communicate with any clients or family members of clients through social media platforms like Facebook, Instagram, or X (Twitter). If a provider has discovered that a client or family member of the client has requested to follow or friend the provider, they will be denied and/or removed from the provider's social media pages.

**Websites:** Resiliency & Recovery, LLC has a professional Facebook and Snapchat that you are free to access. They are used to provide information to others about Resiliency & Recovery, LLC and the events that we are a part of in the community. You are welcome to access and review the information that is located on these public pages.



**Web Searches:** Resiliency & Recovery, LLC providers will not use web searches to gather information about you without your permission. We believe that this violates your privacy rights; however, we understand that you might choose to gather information about our providers and services in this way. There is an incredible amount of information available about individuals on the internet, much of which may be known to that person and some of which may be inaccurate or unknown. If you encounter any information about our providers through web searches, or in any other fashion for that matter, please discuss this with your provider during your time together so that items can be discussed regarding your treatment.

By signing below, I agree that I have read, understood, and accepted the items contained in this document. I also understand that if I, or Resiliency & Recovery, LLC, disregard the above, services will be terminated immediately.

\_\_\_\_\_  
Client Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Relationship with Client

\_\_\_\_\_  
Date

\_\_\_\_\_  
Therapist Signature

\_\_\_\_\_  
Date