
Electronic Communication Policy

In order to maintain clarity regarding our use of electronic modes of communication during your treatment at the Cognitive Behavior Institute, the follow policy has been prepared for your review. Various types of electronic communications are common in our society. 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 professional practice in the field of behavioral health. Consequently, this policy has been prepared to assure the security and confidentiality of your treatment and to assure that it is consistent with ethics and the law.

Phone Communications

Verbal phone communication is the preferred method of contact at the Cognitive Behavior Institute. Office staff are readily available by phone (724-609-5002) to address client needs. Scheduling and billing should go directly through the main office by phone. Our staff have access to every clinician's schedule and can easily schedule in real-time. This eliminates any confusion that could potentially impact your care. Our staff work diligently to ensure clear communication with clinicians and can provide message on your behalf. Clinicians may also provide clients with a direct contact number. This varies from clinician to clinician. If your clinician chooses to do so, communications should take place verbally by phone.

Should direct communication with your clinician be desired for other purposes, you may contact the office for this facilitation during regular business hours. If you have an emergency, we advise clients to please contact 911, go to your local emergency room, or follow your crisis plan as prescribed.

Email Communications

Email communication is used only for administrative purposes. Please do not email clinicians regarding clinical matters because email is not a secure method of contact. If you need to discuss a clinical matter, please discuss it on the phone or wait so it may be discussed during treatment sessions. The telephone or face-to-face context simply is much more secure as a mode of communication.

Should you contact your clinician by email regarding clinical matters, your clinician will reach out by phone verbally to discuss your concerns. Emails received regarding scheduling or billing needs will be directed to contact the main office.

Text Messaging

Because text messaging is a very unsecure and impersonal mode of communication, clinicians do not text message. Should you text message your clinician regarding clinical matters, your clinician will reach out by phone verbally to discuss your concerns within 24 hours. Text messages regarding scheduling or billing needs will be direct to contact the main office.

Fax Communications

Faxes may be sent to the Cognitive Behavior Institute at 724-299-8964. If fax is being used to provide records, please ensure there is a release of information on file for such authorizations. Additionally, all fax communications should include a cover page indicating the following: 1) name of the recipient 2) name of the sender 3) contact information of the sender and 4) confidential information disclosure (if appropriate). If you have questions regarding faxing information, please contact the main office or discuss with your clinician.

Social Media

Clinicians do not communicate with, or contact, any clients through social media platforms like Twitter, Instagram or Facebook. This is because these types of casual social contacts can create significant security risks for our clients. Clinicians may participate on various social networks, but not in a professional capacity. If you as a client have an online presence, there is a possibility that you may encounter a clinician by accident. If that occurs, please discuss it with your clinician. Our professional staff at the Cognitive Behavior Institute believe that any communications with clients online may have the potential to compromise the professional relationship and therefore advocate for open communication regarding such dynamics in the therapeutic relationship. Additionally, please do not try to contact clinicians in this way. Clinicians are advised not to respond and will terminate these types of contacts.

Websites

The Cognitive Behavior Institute has a website that you are free to access. This website can be found at www.papsychotherapy.org. It is used for professional reasons to provide information to the public regarding our practice. You are welcome to access and review the information.

Web Searches

Clinicians will not use web searches to gather information about you. At the Cognitive Behavior Institute, we feel this type of information gathering, violates your privacy rights; however, we understand that you might choose to gather information about your clinician in this way.

We are aware that there is an incredible amount of information available about individuals on the internet, which may be inaccurate or unknown. If you encounter any information about your clinician through web searches, or in any other fashion for that matter, please discuss this with your clinician so that they may address it and its potential impact on your treatment.

It has become commonplace for clients to review their health care provider on various websites. Unfortunately, clinicians cannot respond to such comments and related errors because of confidentiality restrictions. If you encounter such reviews, please discuss this with your clinician so that they may address it and its potential impact on your treatment.

We ask that you please do not review your clinician while in treatment on any of these websites. This is because it has the potential to damage the therapeutic relationship. Reviews are best completed at the termination of treatment. However, as a client you have the right to schedule a new intake with another clinician at the Cognitive Behavior Institute should any dissatisfaction occur during your course of treatment. This information is further outlined in our Client Rights & Responsibilities.