

# 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 voicemail system for all incoming calls. To reach all Centers for Family Change therapists, call the practice's main number (630-586-0900) and leave a message in your therapist's voicemail 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 voicemail 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 they are calling from (if asked). If you do not want us to leave a message or identify ourselves, please 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 google workspace. In addition, we also use a "plug in," Virtru, to add a layer of security. Google workspace emails are similar in appearance to regular Gmail emails. However, google workspace is HIPAA compliant and encrypted. 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. Even with the 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 communication. In addition, it is the Centers for Family Change's policy to include any emails containing clinical materials or information in your patient record.

## 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 they use email to communicate with clients as this is an individual decision of each Centers for Family Change therapist. Not every Centers for Family Change therapist uses email

## Hushmail

The Centers for Family Change uses an electronic, HIPAA compliant email and document signing system through Hushmail. We use Hushmail to send out initial registration instructions and a few specific forms that are not part of our routine registration process. Please note, we only use Hushmail for sending out registration instructions and for a few specific forms. Only email your therapist through their google workspace email account.

## 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 voicemail box (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. voicemail 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 send an emergency page to your therapist. Never leave an emergency message in your therapist's voicemail box.

## Never use Email for Emergencies

As noted above, not all Centers for Family Change therapists use email or check their email regularly. Please only use email for scheduling and non-clinical matters.

## Consent to Contact you by Phone, Mail, and Email

By signing the **Centers for Family Change 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, cellphone, and to send correspondence to your home by mail or email. If you do not want to be contacted at home or work, by mail or email, you need to provide us with written notice specifying where and how you do not want to be contacted and clearly indicate where and how we do have your permission to contact you.