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## **Electronic Communication Policy**

In order to maintain clarity regarding my use of electronic modes of communication during your treatment, I have prepared the following policy. This is because the use of various types of electronic communications is common in our society, and many individuals believe this is the preferred method of communication with others, whether their relationships are social or professional. 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 my profession. Consequently, I have prepared this policy to assure the security and confidentiality of your treatment and to assure that it is consistent with ethics and the law.

If you have any questions about this policy, please feel free to discuss this with me.

### **Client Portal:**

You have the option of enrolling in a client portal. Access to the portal will enable you to download forms that are required to initiate the treatment process and to send them back electronically. Additionally, you can make payments via the portal. The portal will be used for administrative purposes only and not to convey clinical information or to arrange or cancel appointments.

### **Email Communications**

I do not use professional email communication to communicate clinical information or to arrange or cancel client appointments because I cannot guarantee the confidentiality of any information communicated through it. If you need to discuss a clinical matter with me, please call me on the telephone or discuss it during your therapy session. If you have elected to enroll in the client portal, you will receive an email notification regarding payments due for services. As an added level of security, a verification code will be sent to your mobile phone. There is an option to send me an email through the secure client portal. However, I recommend not using it to communicate clinical information or in an emergency.

### **Text Messaging**

Because text messaging is a very insecure and impersonal mode of communication, I do not text message nor do I respond to text messages from anyone in treatment with me.

## **Social Media**

I do not communicate with, or contact, any of my clients through social media platforms like Twitter and Facebook. In addition, if I discover that I have accidentally established an online relationship with you, I will cancel that relationship. This is because these types of casual social contacts can create significant security risks for you.

I do not participate on various social networks in my professional capacity. If you have an online presence, there is a possibility that you may encounter me by accident. If that occurs, please discuss it with me during our time together. I believe that any communications with clients online have a high potential to compromise the professional relationship. In addition, please do not try to contact me in this way. I will not respond and will terminate any online contact no matter how accidental.

## **Websites**

I have a website that you are free to access. I use it for professional reasons to provide information to others about me and my practice. You are welcome to access and review the information that I have on my website and, if you have questions about it, we should discuss this during your therapy sessions.

## **Web Searches**

I will not use web searches to gather information about you without your permission. I believe that this violates your privacy rights; however, I understand that you might choose to gather information about me in this way. In this day and age there is an incredible amount of information available about individuals on the internet, much of which may actually be known to that person and some of which may be inaccurate or unknown. If you encounter any information about me through web searches, or in any other fashion for that matter, please discuss this with me during our time together so that we can deal with it and its potential impact on your treatment.

Recently it has become fashionable for clients to review their health care provider on various websites. Unfortunately, mental health professionals cannot respond to such comments and related errors because of confidentiality restrictions. If you encounter such reviews of me or any professional with whom you are working, please share it with me so we can discuss it and its potential impact on your therapy. Please do not rate my work with you while we are in treatment together on any of these websites. This is because it has a significant potential to damage our ability to work together.

File: Electronic Policy