



NOTICE OF TECHNOLOGICAL COMMUNICATION

This notice describes our office policies related to the use of electronic communication. These practices are followed by our employees, staff and other personnel. **PLEASE REVIEW CAREFULLY.** *If you have any questions about this notice, please contact Balanced at 309-444-2800 or 100 Hillcrest Drive, Suite E, Washington, IL, 61571.*

GENERAL INFORMATION

This is a voluntary agreement. If you are only comfortable with phone calls or in-person visits, please decline this consent.

Electronic communication including, but not limited to, email, text, Facebook, video conferencing, online scheduling and other phone messaging apps, are NOT encrypted and security cannot be guaranteed. Please note, you have the right to refuse these forms of communication if you are not comfortable in exchanging Protected Health Information (PHI) via these methods.

Balanced employees, staff and other personnel are the only people who have access to these electronic accounts. If Balanced ever experiences a breach in security, we will contact you via telephone, letter, email or in-person to notify you of the breach and the steps we are taking to maintain your confidentiality.

Facebook: Each clinician at Balanced manages his/her own private page, if he/she chooses to use Facebook at all. Balanced's Facebook page is a public page. Contact with clients via their private page is a personal decision and cannot be monitored by Balanced. Private messages can be sent via Facebook Messenger, but are also not monitored by Balanced.

Anyone can post and view posts on Balanced's page. We only have the security measures offered by Facebook. The intention of our page is to allow people to view and share our posts and practice updates. You are welcome to visit our page and view and share our posts. However, any "check-in's," tagged posts, reviews, testimonials, etc., are strictly voluntary and not solicited in any way. We will never post identifying information on our page.

Business Review Sites: Balanced may be included in business review sites such as Yelp, Yahoo Local, Bing, Healthgrades, etc. Many of these sites allow for reviews or ratings of the provider or business. In some instances, Balanced may not be aware we've been listed on these sites. If you should find Balanced or any of our clinicians listed on one of these sites, please know that the listing is not a request for a review, rating or endorsement.

You have the right to express yourself on any site you wish. However, due to confidentiality, we cannot respond to any comment regardless of whether it's positive or negative. Please know, it is possible we may not even see a comment on these websites. We urge you to contact our office to express any feelings you may have about our office and the care you are receiving.

Location-Based Services: There are privacy issues related to using location-based services via your mobile device. We have not included Balanced as a “check-in” location on various sites. If you have GPS tracking enabled on your device, it is possible that your location at our offices for therapy sessions will be made public. Please be aware of this risk if you have any Location-Based applications on your mobile device. It is your responsibility to turn off location services if this is a concern.

Email: Balanced’s email is office@balancedwashington.com. We use a VPN to protect your PHI in email, but if a breach occurs, we will follow our previously stated procedure. However, each of our clinicians have personal email addresses. Please know that any emails we receive from you or emails we send to you become a part of your mental health record. Email is not the best way to get immediate help or response from your clinician.

CHILD/ADOLESCENT ELECTRONIC COMMUNICATION

If you are a parent or guardian of a child/adolescent who is requesting permission to use electronic communication (i.e., text, email, Facebook messaging, etc.) with a Balanced employee, please realize that technology is their way of life. Many children/adolescents feel more at ease if they can communicate in these ways between sessions.

Please note, we are required to keep all information confidential if the patient is over the age of 12 years old unless the information is required by law to be disclosed (see Notice of Privacy Practices). This pertains to all forms of electronic communication.

As the parent/guardian, please respect the child/adolescent’s communication with us. If there is ever a danger to your child or anyone else, we are required to notify you and/or the appropriate authorities.

ELECTRONIC COMMUNICATION RESPONSE TIME

We will attempt to respond to your electronic communication within two business days. If you have not received a response by that time, please try again or call our office at (309) 444-2800.

Email and other forms of electronic communication are not the best ways to get immediate help or response from your clinician. Please do not use electronics, besides a phone call, for emergency situations. If there is an emergency, please call 911.