



Center for Psychological Services
10340 Democracy Lane, Suite 202, Fairfax, Virginia 22030
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E-mail, Text, Phone Calls, and Social Media Communication Policy

USE OF EMAIL:

Many clients and staff prefer to communication via e-mail, particularly for scheduling purposes. Please be aware that e-mail is acceptable for scheduling only. Scheduling emails are not considered part of or maintained with your medical record with the Center. However, any email that contains information related to your clinical care DOES become part of your medical record. For this reason, we strongly discourage use of email for any clinical communication. GMU CPS staff and providers do NOT provide consultation, counseling and/or advice through email communications.

Please be aware that e-mail is **not** a secure form of communication and your confidentiality can not be assured. If you choose to e-mail GMU CPS staff or providers, you assume and accept this possible lack of confidentiality. GMU CPS Staff will only communicate with the email address/es provided by you.

Further, although we try to read and respond promptly to client e-mail during business hours, we cannot guarantee that any particular e-mail will be read and responded to within any particular period of time. E-mails sent after the Center has closed for the evening or weekend may not be responded to until the following business day.

USE OF TEXTING OR ELECTRONIC VOICE COMMUNICATION:

GMU CPS staff and providers are prohibited from using text messages to communicate with clients. Please be aware of this policy and know that if you try to text your provider, they are not permitted to respond by text. Further, text functions on voice mail should be disabled, so your provider may not even receive a text from you.

Your GMU CPS provider will provide you with a phone number to directly reach them when needed in between appointments. Please be aware that you will likely leave a message, and that voice mails are specifically turned to "do not disturb" after the Center closes. Your message will be returned the following business day.

Given that GMU CPS is a training clinic, we do not offer 24 hour crisis services. **If you are in need of immediate clinical attention or are experiencing an emergency please call 911 or visit your local hospital emergency room.**

USE OF SOCIAL MEDIA:

Our social media policy prohibits GMU CPS staff and providers from accepting any client invitations to connect via social media sites. This is to protect the integrity of the therapeutic relationship as well as mutual confidentiality and privacy.

I attest that my provider and I have reviewed the GMU CPS communication policy, and agree to the terms stated.

Client signature (guardian if under 18)

Date

Minor client signature

Date

GMU CPS provider signature

Date