

Kids On Up Psychotherapy

Willowcrest Building

101 Conner Drive, Suite 203

Chapel Hill, NC 27514

KidsOnUpSolomon@gmail.com

Email, Text Message, and Social Media Policy

USE OF EMAIL AND TEXT MESSAGING

For some people, email is a convenient way to communicate therapy-related updates or issues to save for later discussion. **If you choose to email us content related to your therapeutic work, we will gladly confirm receipt of your message, and bring a printed copy of your message to our next therapy session.** We cannot engage in ongoing email conversations.

We prefer using email only to **arrange or modify appointments, billing, and for brief follow up messages** that avoid sensitive issues.

Please do not contact us via text message for any reason.

Email and text are not appropriate means of communication around a crisis. If your need is urgent please call your therapist's cell phone: Solomon Kobes (919-883-6111); Laura Byrnes (850-791-9263); Lorie Lowans-Wells (919-451-0736).

You may leave us confidential voicemails by phone at any time (919-240-5548), and we can schedule times to talk in person or by phone as needed.

We generally consider both phone and email messages relevant to treatment and may document them in your clinical chart as such.

EMAIL SECURITY

The security of email communication is only as good as the security of the computers and internet service providers (ISPs) used to send them. Our computers are updated with a firewall and antivirus software. Please be aware that all emails are retained in the logs of your and our ISPs. While it is unlikely that someone will access this information, it is, in theory, available to be read by the system administrators of the ISPs. Once an e-mail message leaves your computer, it enters a World Wide Web of computers over which neither you nor we have control.

We use **HIPPA secure Protonmail** when emailing.

SOCIAL MEDIA

We do not engage in any kind communication or connect with clients via social media (including Facebook, Twitter, LinkedIn, and others).

I, _____, understand and accept the email, text messaging, and social media policies of Kids On Up Psychotherapy, Inc.

Signature

Date