

Colette Lord, Ph.D.

ELECTRONIC MEDIA POLICY

I use email communication only with your permission and only for administrative purposes unless we have another agreement. That means that email with my office should be limited to things like setting or changing appointments, and other administrative issues. Please do not email me with urgent or clinical matters because I do not check email as frequently as voicemail. With the email service I use, we have the option of communicating securely through encrypted email. If this is something you want to make use of, for whatever reason please let me know and I can review how that process works. If you need to discuss a clinical matter with me, please feel free to call me or wait so we can discuss it during your next therapy session. You should know that any emails received from you and any responses sent by me will become part of your therapy record.

Because text messaging is an unsecure and impersonal mode of communication, I do not typically send or respond to text messages except for administrative purposes. Please, do not text message me unless we have made prior arrangements (typically restricted to scheduling). Any texts received from you and any responses sent by me will become part of your therapy record.

I do not communicate with, or initiate contact, any of my past or present clients through my personal social media platforms such as Twitter, Facebook, Instagram, or Linked In. If I discover that I have accidentally established a personal online relationship with you, I will end that relationship and discuss it with you at our next session. This is because these types of casual social contacts can create significant security risks for you and inadvertently violate your privacy. If you choose to follow one of my professional social media pages, please be mindful of the lack of privacy and confidentiality of anything you post, and do not attempt to engage in a clinical or administrative conversation with me on these sites. If you do so, I will not respond until we meet in person, and I will delete your post.

I have a website that you are free to access which I use to provide information to others about me and my practice. I understand that you might choose to gather information about me via the web. In this day and age there is an incredible amount of information available on the internet, much of which may actually be known to that person and some of which may be inaccurate. Therefore, I want to inform you that is my policy not to look up information about my clients on the internet, through social media as I feel that is a violation of your privacy. Some clients review their health care provider on various websites. Please be aware that as a mental health professional, my ethics prohibit me from responding to such comments or correcting any errors because of confidentiality. If you encounter reviews of me somewhere and have concerns, please share those concerns with me so we can discuss them.

