

TRANSCEND THERAPY, INC.

ADDENDUM TO EMAIL AND TEXT MESSAGE POLICY

To further protect your privacy and confidentiality, Transcend Therapy, Inc. will keep email and text communications limited and brief as much as possible. Transcend Therapy, Inc. is committed to providing high quality care while adhering to best practice standards.

Transcend Therapy, Inc. will only respond to emails or text messages that are related to scheduling, billing, benefit information or other administrative issues.

Transcend Therapy, Inc. will not respond to emails or text messages to discuss or address clinical or treatment-related issues. Therapist will make a clinical judgment on whether a phone call should be made in response to electronic communication or whether to wait until next session to discuss the issues raised. Phone call responses will only be made for clinically urgent or emergent matters. Your therapist will recommend that a session be scheduled if the issues raised require a sustained period of time to effectively address (typically longer than 10 minutes). Please contact 911 or go to the nearest ER should you have a psychiatric emergency.

Transcend Therapy, Inc. believes it is in the client's best interest that clinical issues be discussed during your session, not only to protect your confidentiality, but also to ensure treatment efficacy. It is our experience that clients benefit the most when therapist is able to focus more intently and address your concerns and responses in a safe, private and structured environment via face-to-face sessions or tele-mental health.

Thank you for your understanding and cooperation.

Printed Name:

Signature: _____ Date: _____

Addendum Date: 04/20/20