

## USE OF E-MAIL, CELL PHONE, COMPUTER AND FAX IN MY THERAPY PRACTICE:

Dear Client:

The easy and rapid access to communication via electronic means has created a world of instant messaging. Many of us have become accustomed to exchanging information and ideas in this way believing that it is the quickest and most efficient method of interaction. However, it is important to be aware that computer e-mail and cell phone communication is relatively easy for unauthorized people to access, and hence can compromise the privacy and confidentiality of such communication. E-mails, in particular, are vulnerable to unauthorized access because the servers have unlimited and direct access to all e-mails that go through them. Additionally, my e-mails are not encrypted, and faxes could conceivably be sent to the wrong address by mistake.

In my practice, I limit the use of email primarily to administrative matters and quick check-ins. If you convey confidential or highly private information via e-mail, I will assume that you have made an informed decision to take the risk that such communication may be intercepted, and I will honor your desire to connect on the above matters via brief e-mails. I do appreciate that the writing process can be helpful for finding insight and clarity around an issue, and I would encourage such writing to possibly share in our sessions. On my end, however, I can generally neither read nor respond to any e-mail that is more than a few short paragraphs in length. I hope you understand that lengthy communications are best saved for live communication, so that we can have a two way discussion. Please do not use e-mail as you would a live session and be aware that e-mails are seen as part of your confidential records.

From a technical perspective, there may be computer or network problems, and e-mails may not be deliverable. Therefore, I cannot be held responsible for any e-mails that go astray. My computer is equipped with a firewall, virus protection and passwords, and I back up confidential information to other storage media. These media are kept securely.

NOTE: IF YOU NEED TO CANCEL A SCHEDULED SESSION, PLEASE DO SO BY TELEPHONE. PLEASE DO NOT USE EMAIL FOR EMERGENCIES. I check my phone messages during the day when I am in town, but do not always check my e-mail between sessions or even daily. Thus, if a cancellation is conveyed by email, and I open it fewer than 24 hours before the scheduled time, I regret that you will be responsible to pay normal charges for a missed session.

If you have questions regarding any of these matters, please feel free to ask for clarification.

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