



Communications Technology Information

CALLS, E-MAILS AND TEXTS

The Mindful Counseling Center and its therapists communicate with clients via phone, encrypted and unencrypted e-mails, and text messages to arrange, confirm and change appointments. We encourage clients to avoid using unencrypted e-mails or texts to communicate sensitive health information, as they may not be confidential. Note that communications we receive from you/responses that we send to you are a part of your health records. In the case of an emergency, go to the nearest emergency room or call 911. In the case of a mental health crisis, you can also call/text 988 or chat at 988lifeline.org.

WEBSITE

The Mindful Counseling Center has a professional website which you are welcome to access/review. If you have questions about it, discuss them with your therapist. The website offers a contact form that allows you to send our office encrypted e-mail messages. This form is meant to be used for inquiries about our services and to schedule appointments.

SOCIAL MEDIA

Mindful Counseling Center therapists do not accept requests to connect with current or former clients on their personal social media accounts (e.g., to be their “friends” or respond to their messages), nor does the center on its social media outlets. If you choose to follow or like the center’s social media sites, be aware that anyone who can access the sites can see your posts/comments and that your posts/comments/likes are published on your pages.

USE OF SEARCH ENGINES

Although it is not a regular practice for our therapists to search for clients on web or social media search engines, exceptions may be made in a crisis. If they have a reason to suspect you are in danger or if it becomes necessary to ensure your welfare, a search engine might be employed to try to locate you, find someone close to you, or check on your recent status updates. In such an unusual situation, therapists will document their actions and discuss them with you in person as early as is feasible.

BUSINESS REVIEW SITES

You may find center information included on Internet sites which list businesses. These sites may allow users to rate providers and add reviews. Many of these sites include listings without business’ knowledge/regardless of whether the business approves their inclusion. If you find us listed on any such sites, be aware that the listing is not a request from us for a testimonial, rating or endorsement. Due to confidentiality, we do not respond to such reviews on these sites. There is a good possibility that we never see them.

LOCATION-BASED SERVICES (LBS)

Be aware of privacy issues related to using location-based services on your mobile devices. For example, if you have GPS tracking enabled on your phone, others viewing your history may realize you are a client due to your regular trips to our location.