

Privacy of Sessions:

If having a “live” session with my clinician, my clinician will ensure my privacy by using headphones and/or being alone at the time of sessions, as well as having “white noise” devices playing in the meeting space. I understand that I am solely fully responsible for the privacy in my own environment for meetings. To ensure the greatest privacy, my clinician recommends:

- Ensuring that I am alone in the room I am meeting
- Using headphones for phone and video sessions whenever possible
- Muting the microphone (or turning off apps) that listen to my environment, such as Amazon Alexa, Google Home, Siri on Mac devices, or Bixby on Samsung devices
- If possible, placing a Bluetooth speaker or device outside of the space I am in that plays “white” noise or music to mute any options of hearing me speak during sessions.

Confidentiality:

Your Protected Health Information (PHI) is protected by state and federal law (HIPAA). This information can only be disclosed with your express permission or as required or permitted by law. [Simple Practice](#) maintains the platform for our communication and they have separate notices about what information they collect and how they disclose or protect the information you provide. All of our written communication is available to you on your personal electronic device to keep or share at your discretion. It is recommended that you keep this information/communication private and password protected if you copy or store it on your personal electronic device(s).

In general, your clinician may not disclose any personal information without your permission, and they must protect and keep your information private. Any electronic device used to access PHI is password protected to prevent unauthorized access. There are certain conditions in which your clinician may be permitted or required to disclose certain information without your express consent (see conditions listed above).

Your clinician cannot ensure the confidentiality of any form of communication through electronic media. E-therapy through [Simple Practice](#) is HIPAA compliant, encrypting the video feed to federal standards. It is recommended that you keep your account password protected and do not share the login information with others that you do not want to have access.

Communication outside of the [Simple Practice](#) system is not permitted (unless you switch over and work with clinician in private practice).

At times I may discuss a case with a professional colleague. In these instances, I will omit or change any identifying information. This disclosure is purely to enhance my skill and treatment in a specific situation and is used judiciously. Any colleague is also bound by HIPAA laws.

If you do not cancel your account or request a new clinician, you will continue to show as an “inactive” client on your clinician's caseload whether or not you are logging in to the site or participating in services or not. Please note that your agreement for counseling services with your clinician is considered no longer valid once you have not been in contact with me here for a period of 30 (thirty) calendar days. Exceptions to this are only made in discussion of clear dates and plans between you and your clinician on a case-by-case basis. On the Better Help site/app, your clinician will continue to send you this same message regularly until you either: 1. respond and resume contact with me, 2. change therapists, or 3. cancel your account.