

Electronic Communication Policy

Robert J. Jann PhD

Pennsylvania Counseling Center, Inc.

In order to maintain clarity regarding the use of electronic modes of communication during your treatment, Dr. Jann and Pennsylvania Counseling Center Inc have prepared the following policy. Various types of electronic communications are available today and, for many individuals, this is the preferred method of communication. However, many of these common modes of communication put an individual's privacy at risk and can be inconsistent with the law and with the standards of professional psychology. Consequently, this policy has been prepared to assure the security and confidentiality of an individual's treatment and to assure that it is consistent with ethics and the law. If you have any questions about this policy, please feel free to discuss this with Dr. Jann.

E-mail Communications

E-mail communication is used with your permission and only for administrative purposes unless otherwise arranged. That means that e-mail exchanges should be limited to things like setting and changing appointments, billing matters and other related issues. If you send an e-mail message about clinical matters, please be aware that e-mail can be subject to "hacking". To assure privacy, you may wish to wait to discuss the matter during your therapy session or, if it is urgent, by telephone. The telephone is a more secure mode of communication.

Text Messaging

Because text messaging is a very unsecure and impersonal mode of communication, there are limitations to its use in Dr. Jann's practice. Dr. Jann only uses text messages to remind patients of upcoming appointments and only when requested to use this modality by the patient. Otherwise, Dr. Jann does not send text messages to anyone nor respond to text messages from anyone in treatment with him.

Social Media

Any communications online have a high potential to compromise the professional relationship. Therefore, Dr. Jann does not communicate with or contact anyone through social media platforms like Twitter and Facebook. Please do not try to contact Dr. Jann in this way. In addition, if an online relationship is accidentally established, Dr. Jann must cancel that online relationship. This is because these types of casual social contacts can create significant security risks for you. While Dr. Jann may participate in some online social networks, it is not in a professional capacity. If you have an online presence, there is a possibility that you may

encounter him by accident. If that occurs, please discuss it with him during your time together. Dr. Jann will not respond and will terminate any such online contact no matter how accidental.

Website

Dr. Jann and Pennsylvania Counseling Center Inc have a website that you are free to access. It is intended to provide information to current and new patients.. You are welcome to access and review the information there. If you have questions about it, we can discuss them during your therapy sessions. You can contact Dr. Jann by e-mail through this site (see E-mail Communications section).

Web Searches

There is a great deal of information available about individuals on the internet, much of which may actually be known to that person and some of which may be inaccurate or unknown. If you encounter any information about Dr. Jann through web searches, or in any other fashion for that matter, please discuss this with him during your time together so that we can deal with it and any potential impact on your treatment.

E-mail addresses, telephone numbers, personal addresses

Personal contact information is considered confidential and will not be sold, shared or exchanged with a third party.