

NICU Healing Online Office Policy

As it is an online program, NICU Healing involves quite a few interactions between you, the client, and I via the internet. NICU Healing incorporates encryption software for emails, so that especially in the initial steps of therapy (ie. the signing of clinical forms, the initial assessment, etc.), your private health information is protected to the best of my ability and not accessed by unauthorized individuals.

As the sole proprietor of NICU Healing, I do not allow any other individuals to view your emails, utilize a locked computer, and I strive to the best of my ability to use the most cutting-edge software to protect your clinical information from third parties. I have installed firewalls as well as virus software to protect my computer from unauthorized access online. When I receive your initial assessment, it is printed out on a secure printer and placed into your locked, clinical file. The online forms included in our email correspondence will be deleted once you complete the NICU Healing program.

It is your right as a client to opt out of using email as a method of sending me your initial assessment and clinical forms, and if you so choose, please inform me of your interest in the program via telephone and we can coordinate the sending of the forms via UPS or another secure mailing system. Further, should you agree to utilizing the NICU Healing email system at the outset of therapy, you can opt out at any time during our course of treatment.

After the initial assessment and the signage of the clinical forms, email communication between you and I becomes much less necessary, and will most often be used in coordinating appointments for when we meet face to face (via Skype). If you send me an email, expect a response within the next business day. It could take up to 24 hours for me to respond to your email, so please be mindful of the importance of the email, and whether it might be better said via telephone. Also, emails received on a Friday afternoon may not receive a response until Monday of the following week. My physical office hours are 9-4:30pm Monday through Friday, PST.

It is important to note that the confidentiality of our email communications will be important to moderate for you as a client as well. Please insure that when you send confidential information to me, that you are using a computer that is private, and that unauthorized individuals cannot access it. I do not recommend using your work computer to send emails as the security of work computers is often compromised. Home computers should be assessed for privacy, password protected, and ideally, when you are filling out a clinical form to send to me try to insure that other individuals are not in the same room with you.

Emergency Situations/Safety Planning

If you have a crisis or emergency situation, please do not email me to notify me, as I may not see your email in a timely manner. If you are a NICU Healing client, at the outset of therapy, you and I will develop an individualized safety plan based on your needs and your location, to ensure that should a crisis arise, you have supports in place and a plan with how to cope with it and maintain your safety. If you and I have not initiated therapy and you are in crisis, please seek out help in your own location, immediately. 24 hour crisis lines that could be useful to you in such a situation include:

PSI Postpartum Depression Hotline: 1-800-944-4773

Link to Free Suicide/Crisis Hotlines in California: <http://www.suicide.org/hotlines/california-suicide-hotlines.html>

You can also contact your local hospital or police system to receive a referral to a local individual or organization that can provide you with immediate assistance.

Signature of client (parent/conservator/guardian)

Date