



## ELECTRONIC COMMUNICATION POLICY

Updated May 2025

**In the event of a life-threatening emergency, call 9-1-1 FIRST.** Arrange for medical and/or law enforcement assistance to come. Then, if desired, place a voice call to the office at (903) 251-9650 to alert your provider of the situation. If your provider is not immediately available, leave a voicemail and your call will be returned as quickly as possible.

If the need is not of a threat to life, self or others, but still of vital importance, call the office at (903) 251-9650. The provider will speak to you concerning your need and will assist you in determining the need for medical or legal intervention. If your provider is not immediately available, your call will be returned as quickly as possible.

To set or change appointments, you may call the office at (903) 251-9650. Calls of this nature will be returned in a timely manner during regular business hours, which are Monday and Wednesday 9:00am-5:00pm and Tuesday, Thursday, Friday 9:00am-2:00pm. You may also manage your schedule through the EHR client portal.

You may send a message through your client web portal. You can access your portal by visiting the website: [www.mindandmotiontyler.com](http://www.mindandmotiontyler.com). **Please note that all messages will become part of your permanent client file and SUBJECT TO RELEASE IF SUBPOENAED.** Questions may be answered via web portal message, but in-depth issues need to be addressed during a session. Your provider will advise you if the issues you present in messages are more appropriate for an office visit.

Electronic communication confidentiality is an issue to consider before sending anything that may compromise your rights. Please take note of this before sending any information that could be seen by other parties. This office takes every step possible to ensure your privacy, and it is essential that you take the same steps to protect your communication.

**PLEASE DO NOT** use texting for anything other than appointment requests or changes. It is not intended to be an outlet for the expression of feelings that are more appropriate for your next session. Text messages of this nature will receive a reminder about appropriate boundaries in the counseling relationship. Abuse of the texting privilege may result in a warning, then referral options for other providers. For messages over 15 words, please use the web portal.

Healthy boundaries are a vital part of the treatment process. These policies are not meant to be restrictive; rather, to help clarify expectations in the provider-client relationship. Thank you for your trust and the privilege of serving your needs.

**I have read and agree to the Mind and Motion, PLLC Electronic Communications Policy as detailed above.**

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Client Name

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Signature of Client or Legal Guardian

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Date

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