



DENISE GRETCHEN-DOORLY, PH.D.

DR. DOORLY

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ELECTRONIC COMMUNICATIONS POLICY

To provide clarity regarding our use of electronic modes of communication during your treatment, I have prepared the following policy. For many of us, electronic communication is the preferred method of interaction. Many of these modes of communication, however, put your privacy at risk and can be inconsistent with the law and standards of my profession. As a result, I have created this policy to ensure the security and confidentiality of your treatment and to ensure that it is consistent with the ethics code and the law. If you have any questions about this policy, please feel free to discuss this with me. Please note that this policy will evolve, consistent with changes in technology and the law/ethics that surround them. I will attempt to inform you when the policy does change.

Email Communications

I prefer to use email communication for administrative purposes only, unless we have made another agreement. That means that email exchanges with my office should be limited to setting and changing appointments, billing matters, and other related issues. Please do not email me about personal “clinical” matters because email is not a secure way to contact me. If you need to discuss a private or personal matter with me, please feel free to call me so we can discuss it on the phone or wait until your next therapy session. The telephone and face-to-face contacts are much more secure modes of communication.

Text Messaging

Because text messaging is an unsecure and impersonal mode of communication, I do not text message and prefer not to respond to text messages from anyone in treatment with me. Please do not text message me unless we have made other arrangements.

Web Activity

I have a website (drdoorly.com) that you are free to access. I use it for professional reasons to provide information to others about me and my practice. If you have questions about my site, we should discuss this during your therapy sessions. If you do a web search for me and have questions about anything you discover, please also address them during our meetings. It is NOT a regular part of my practice to search for my patients on Google, Facebook, or other platforms. If I have reason to suspect you may be in danger and are not responding to my usual methods of contact, there may be an instance in which I use a search engine to help provide me evidence that you are safe. I will document this and discuss with you as soon as possible.

Social Media

I do not communicate with, or contact, any of my patients through social media platforms like Twitter and Facebook. In addition, if I discover that I have accidentally established an online relationship with you, I will cancel that relationship. This is because these types of casual social contacts can create significant security risks for you. I participate in various social networks, some in a personal capacity, some professional. If you have an online presence, there is a possibility that you may encounter me by accident. If that occurs, please discuss it with me during our time together. I believe that any online communications with patients has a high potential to jeopardize the professional relationship and I prefer to learn about you through our sessions, rather than online. In addition, please do not try to contact me in this way. I will not respond and will terminate any online contact, even if accidental.

Business Review Sites

In a search for me, you may find my practice listed on business sites such as Yelp, Healthgrades, etc. Please understand that these listings are not attempts to solicit testimonials, endorsements, or any kind of feedback

from my patients, past or current. Of course, you are free to review my practice (or any other business online), but know that because of confidentiality concerns, I cannot respond to these reviews. Also please know that your review itself poses a serious threat to your confidentiality. While you may reveal to anyone of your choosing that you are in treatment with me, revealing it online poses a special kind of security risk. I prefer that you share your reactions to me and our work in our sessions, rather than online.

