



Prism Mental Health Solutions Inc.

Patient Communication & Secure Messaging Policy



Transforming Mental Health Through Compassion, Clarity, and Clinical Excellence

1. Our Commitment to Private, Professional Communication



At Prism Mental Health Solutions Inc., we value clear communication, confidentiality, and healthy professional boundaries. This policy explains how to contact your clinician, which communication methods are appropriate, and what to expect when sending messages between appointments.

2. Approved Ways to Contact Your Clinician



For routine written communication with your clinician, use TherapyNotes secure client messaging. For telephone calls or voicemail, use the Prism MHS office telephone system. These are the two approved channels for routine clinician-client communication.

3. Email, Text Messages, and Social Media



Please do not use ordinary text messages (SMS/MMS), personal email, a clinician's personal phone number, social-media direct messages, or other personal messaging applications to contact your clinician. Organizational email may be used for certain administrative purposes, but it is not our routine channel for written clinician-client communication. If you contact a clinician through an unapproved method, you may be redirected to TherapyNotes or the office telephone system.

4. What to Use Secure Messaging For



TherapyNotes secure messaging may be used for appropriate nonemergency written communication, such as scheduling questions, routine updates, or questions that can reasonably be addressed between appointments. Complex clinical concerns, psychotherapy discussions, or issues requiring detailed assessment may need to be addressed during an appointment or appropriate telephone contact. Secure messages are not a substitute for therapy sessions.

5. Response Times and Availability



TherapyNotes messages and office voicemail are not continuously monitored. Your clinician will respond within a professionally reasonable timeframe based on their work schedule, clinical responsibilities, and circumstances.

Messages sent outside business hours may not receive a response until the clinician is next available. Please do not assume that sending a message guarantees immediate review or a same-day response.

6. Emergencies and Urgent Safety Concerns



Do not use TherapyNotes, email, text messages, or voicemail for emergencies or immediate safety concerns. If you are in immediate danger or need emergency assistance, call 911 or go to the nearest emergency department. For suicide or mental health crisis support in the United States, call or text 988. These resources are not replaced by messaging your clinician.

7. Privacy and Confidentiality



Prism MHS uses approved communication systems to help protect your information. Please use a private device and environment when reviewing sensitive messages whenever possible. Be aware that shared phones, email accounts, voicemail, and device notifications may be accessible to others. We limit disclosures to parents, guardians, family members, and other third parties according to applicable consent, authorization, and confidentiality requirements.

8. Voicemail and Contact Preferences



Office voicemail may be used for routine communication. We aim to limit messages to what is reasonably necessary and to respect your documented privacy preferences. Please let us know if there are concerns about receiving messages on a shared or otherwise accessible telephone number. We can discuss appropriate communication preferences within approved channels.

9. Appointments, Records, and Third-Party Requests



Use TherapyNotes secure messaging or the office telephone system for routine appointment-related contact. Requests involving records, releases of information, coordination with another provider, or communication with another person may require additional authorization or an approved secure process. Please do not send sensitive records to a clinician's personal email or phone.

10. Accessibility and Communication Accommodations



If a disability, access barrier, or other legally protected need affects your ability to use the usual communication methods, please tell us. Prism MHS will consider appropriate reasonable accommodations and lawful, secure alternatives. A preference for personal texting or personal email does not by itself make those channels approved.

11. Professional Boundaries and Your Questions



Electronic communication is part of your professional care relationship. Clinicians do not use personal social-media accounts, personal phone numbers, or personal messaging to maintain routine clinical contact. You are welcome to ask about this policy, discuss communication expectations with your clinician, or request clarification about which channel to use.

12. Patient Acknowledgment (for intake use, if requested)



I acknowledge that I have received or been provided access to the Prism MHS Patient Communication & Secure Messaging Policy. I understand that routine written communication takes place through TherapyNotes secure client messaging, telephone communication uses the Prism MHS office telephone system, and neither channel is an emergency service.

Patient / Responsible Party: _____ Date: _____

This patient-facing policy coordinates with Prism MHS's internal Email, Texting & Secure Communication Policy. Applicable privacy, confidentiality, accessibility, and safety requirements govern when they require additional protections.