



Prism Mental Health Solutions Inc.

Patient Professional Boundaries & Therapeutic Relationships Policy



Transforming Mental Health Through Compassion, Clarity, and Clinical Excellence

1. Our Commitment to You



Prism Mental Health Solutions Inc. (Prism MHS) is committed to compassionate, client-centered, trauma-informed, culturally responsive care. You deserve dignity, respect, privacy, and professional treatment. Professional boundaries help keep therapy focused on your wellbeing, safety, and treatment goals.

2. The Therapeutic Relationship



Your relationship with your clinician is a professional treatment relationship, not a personal friendship or business relationship. Your clinician is responsible for maintaining appropriate boundaries, even if you request or consent to an interaction. You may ask questions about boundaries or discuss anything that makes you uncomfortable.

3. Respect, Choice, and Fair Treatment



Your beliefs, background, identity, disability, family structure, and circumstances deserve respect. Your clinician should not pressure you to adopt personal religious, political, commercial, or other views. You may participate in treatment decisions, raise concerns, or ask about other treatment options without retaliation.

4. Personal Relationships and Conflicts of Interest



Clinicians avoid personal, romantic, sexual, financial, or other relationships that could interfere with professional judgment or cause harm. Romantic or sexual conduct with current clients is prohibited. When community or preexisting connections create potential conflicts, your clinician will consider appropriate safeguards or referrals.

5. Public Encounters and Community Events



You may see your clinician unexpectedly in the community. To protect your privacy, clinicians generally will not approach or identify you as a patient in public unless you initiate contact or have agreed otherwise. Therapy discussions should not occur in public. Invitations to personal events are considered carefully and may be declined to protect the therapeutic relationship.

6. Social Media and Online Contact



Clinicians do not establish personal social-media friendships or similar connections with current patients. You may view public Prism MHS or professional content, but comments, direct messages, and public posts are not appropriate places to discuss your care. Please use TherapyNotes secure messaging or the Prism MHS office telephone system for treatment-related communication. Prism MHS will not publicly confirm whether someone is a patient, including in response to online reviews.

7. Gifts, Favors, and Financial Boundaries



Clinicians do not solicit gifts, money, loans, favors, services, or personal benefits from patients. A small unsolicited gift may be considered based on the circumstances, but significant gifts or arrangements creating obligation or conflicts are generally inappropriate. Payments for care must follow Prism MHS billing procedures; personal loans, side businesses, and barter arrangements are not routine treatment arrangements.

8. Physical Contact and Personal Disclosure



Any physical contact must be appropriate, respectful of your preferences and experiences, and free from coercion or sexual intent. You may express discomfort or decline contact. Clinicians may occasionally share limited personal information only when doing so supports your treatment; therapy should not become a place for you to meet your clinician's personal or emotional needs.

9. Confidentiality and Digital Privacy



Prism MHS protects patient information in person and online. Clinicians may not use patient stories, photographs, screenshots, or identifying treatment details for personal social-media content. Even when you publicly discuss your own care, your clinician must continue protecting your confidentiality.

10. Questions, Concerns, and Reporting



If a boundary, interaction, social-media contact, or other experience concerns you, you may discuss it with your clinician or contact Prism MHS leadership through approved office channels. Concerns will be taken seriously and addressed without retaliation. You may also contact the appropriate professional licensing authority if you believe professional misconduct has occurred.

11. Related Policies and Acknowledgment



This document summarizes patient-facing expectations from Prism MHS Professional Boundaries, Ethical Expectations, and Social Media & Digital Footprint policies. It complements the Patient Communication & Secure Messaging and Patient Privacy & Confidentiality policies. You may request clarification at any time. An acknowledgment of receipt may be requested during intake; acknowledgment does not waive your legal rights.