

The Wholeness Institute  
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 6501 E. Greenway Parkway, #103-529, Scottsdale AZ 85254  
 602-508-9190

COMMUNICATIONS POLICY

Due to changes in the Federal HIPAA rules and laws that took effect September 2012, the communication between my clients and me have been revised to a minor degree. The most important change is that I will now require each client to sign and indicate their preference in all areas of communication with me or my office. In this way we can all be sure the risks of each form of communication are understood. Further, I cannot remember every persons' choices at all times, so during off hours you must identify how you want messages or phone calls returned or cell, text, or land line may be used by me, whichever is first available to me.

I do realize this becomes very cumbersome to review and you are now required to make many choices you might not have had to make in the past. However, the goal is your confidentiality and it is important that you feel comfortable with the choices you make. You can always change your mind on any of these areas, you only need to let me know and we'll update the records together.

**Physical Mail and Landline Phones**

According to the HIPAA rules, phone and physically delivered mail through the USPS, UPS, Fedex, etc. are not required to be included in your special awareness of risks. That said, I think it's clear there are still risks, i.e.: your mail could be delivered to a neighbor thus potentially breaking your confidentiality; or a family member could listen to your voice mail at home. Note that when you call my office I use Century Link voice mail and there can be glitches in that system that could jeopardize your confidentiality. My mailing address is separate from my office location as it is a locked box facility.

Please call me at my office at 602-508-9190 unless you choose to take the risks of cell phones as noted below.

Please mail me at 6501 E. Greenway Parkway, #103-529, Scottsdale, AZ 85254

Please note where you prefer I contact you for each of these methods:

Physical mail delivery address: \_\_\_\_\_  
 Address Initials

Voice mail messages via landline: \_\_\_\_\_  
 Phone Number Initials

**Cell Phones**

As we are generally aware messages sent or calls made via cell phones are always potentially at risk for discovery when intercepted by satellite or other means. Further, someone picking up your cell phone could see that our office has called you, thus potentially putting your confidentiality at risk. Also, if you call my cell phone there is the same risk related to messages, satellite reception or other reception of calls, and others potentially seeing your phone number on my cell phone log. Although I have an additional privacy program and passwords on my cell phone, there is still risk to you. Please note below whether you choose to have me return calls and/or leave messages and on what cell phone. Also note your willingness to receive phone calls from me by cell phones.

\_\_\_\_\_ Cell Phone Number                      \_\_\_\_\_ Initial if we may  
leave a message or call                      \_\_\_\_\_ Initial if you prefer we  
do not call or leave a  
message

Dr. Sikora may call me by her cell phone:      \_\_\_\_\_ Yes      \_\_\_\_\_ No  
Initial    Initial

Unfortunately, if you choose to not contact me by my cell phone ever, and you have an emergency after hours, I will not receive your message until the next business day. I can return your call via a landline if you prefer this, and leave that in your message to me. Further, your phone will need to be set to allow blocked phone numbers. If you do need emergency help and choose not to call my cell phone you may always contact 911 or an emergency crisis center as identified on my outgoing office voice mail.

**Email**

Emails can always be intercepted, sometimes records are provided to government agencies by email carriers, and/or can go astray if sent to the wrong email address inadvertently. In any of these cases I have no ability to maintain your confidentiality. Even having a coworker see my name in your email address book, see an email open from me, or otherwise access your email account can result in a breach of confidentiality for you. Should you choose to accept these risks, you may email me at [bethsikoraphd@outlook.com](mailto:bethsikoraphd@outlook.com).

Please do not ever email a message related to suicide or suicidal ideas - you should always call me related to this at 602-508-9190 and/or cell at 602-312-4522.

\_\_\_\_\_ My email address for contact                      \_\_\_\_\_ (Initial here)  
I understand when I email Dr. Sikora  
she will respond to it but I assume all  
risk for any loss of confidentiality that occurs.

**Email Newsletter**

Dr. Sikora publishes a newsletter from time to time. If you are interested in subscribing to her future emailed newsletter for clients or for psychotherapy, coaching, and medical professionals, please provide your email address and initial below to be added to the list. We will NEVER share, sell, or otherwise distribute your email address to anyone else. The newsletters will be about once a month and there may be occasional emailed contact with notification for upcoming seminars, groups or retreats offered by Dr. Sikora.

\_\_\_\_\_   
 My email address for newsletter

\_\_\_\_\_   
 Initial agreement   
 to be added to   
 Dr. Sikora's newsletter

\_\_\_\_\_   
 I do not want to be subscribed   
 to the email newsletter

**Texts**

Many clients do want to text me. However, there are many risks associated with it such as inadvertently texting the wrong person and having them aware of confidential information intended for me and vice versa from me to you. In addition, someone can read a text that you do not delete, or one I send that you don't erase. I do have a protective program on my phone that requires a password but messages could be intercepted, they are not encrypted, and thus there can be confidentiality limitations to this communication. You do have the right to agree to text knowing the potential risks exist, but this must be an individual choice. Thus please review and make your decision.

\_\_\_\_\_   
 My cell phone number for texts

\_\_\_\_\_   
 Initial agreement   
 to be contacted via   
 Dr. Sikora's text

\_\_\_\_\_   
 I do not want to be contacted   
 via text and will not text

My cell phone number for texts: 602-312-4522. Please do not ever text a message related to suicide or suicidal ideas - you should always call me related to this.

I have read and agreed to the above as noted by my initials in each area and have received a copy of this form for my records.

Client name: \_\_\_\_\_

Client, Parent, or Guardian Signature: \_\_\_\_\_

Date: \_\_\_\_\_