

## Policy and Procedure

<b>Department:</b> Student Counseling Services	<b>Section:</b>
<b>Title:</b> Confidentiality - Email Communication with Students	<b>Effective Date:</b> 9/2009
<b>Authored by:</b>	<b>Approval Date:</b>
<b>Approved by:</b>	<b>Revision Date:</b> 06/24/2021
<b>Type: Departmental Policy</b>	

### Purpose:

To protect confidential communication received and sent via email and to ensure email communications between counselor and student maintain appropriate therapeutic boundaries.

### Scope:

This pertains to all students that are seen through Student Counseling Services (SCS)

### Policy:

The SCS staff takes every reasonable precaution to protect clients' privacy when communicating confidential information with clients via email

### Procedure:

1. Email communication between counselors and clients will be limited to scheduling information.
2. Communication may include appointment availability, changes to existing appointments and announcements of upcoming services or outreach programming
3. Communication will not include confidential information beyond scheduling arrangements and general announcements
4. Confidential information may be discussed with clients via secure message in Mediat where the communication is secured electronically.
5. If confidential information is exchanged via email the email exchange will be copied and pasted into the client's Electronic Medical Record (EMR).

**Accountability/Follow-up:** Informational policy.