

## Communications Policies

The methods of communication in this office have your privacy and confidentiality in mind. For this reason I am informing you that certain modalities of communicating may compromise your confidentiality.

Be aware that all email, unless encrypted by all parties, has the inherent possibility of being compromised. Please do NOT use work/corporate/family email addresses.

If email is sent FROM my website, ellensavage.com, it IS encrypted and therefore only I can read it; however, your source may not be privacy-protected.

Be aware that iPhones, iPads and other smaller devices have a high rate of theft; password-protect them, keep them away from others who you do not want to share potentially personal information with.

Additionally, messages sent on your phones/texts/msgs may not be well protected.

In general, please be aware of the fact that your communications with me have the potential to be at the risk of being seen, or heard in the event of voice messages. Although the likelihood is low, it is the policy of my office to inform you to be mindful of this and do your share to keep confidentiality at an excellent standard.

The most ensured form of communicating has become the least popular; live phone chat. My preference is this. However I respect your choice of contact.

Do you have any questions regarding methods of communicating with me/my office?

### **Billing Communications:**

This office respects all of our needs for privacy and confidentiality. For this reason, the billing is done by an entity with whom I have a Business Associate Contract in place. What this means is that your records, sent to Back Office Solutions, PO Box 3138, Missoula MT 59808, are maintained to the highest standard of Federal Law and HIPAA requirements for your protection.