

ID #: _____

Bradley Health Services Counseling Center Communication Policy

Please note the following policies on communication between students and BHSCC staff:

1. Staff members of Bradley Health Services Counseling Center do not use e-mail to communicate confidential information. Please remember that e-mail is not designed to communicate clinical and therefore, confidential matters and privacy cannot be guaranteed.
2. Staff members cannot guarantee that e-mail messages will be read regularly or within a given period of time. If the situation is an emergency, please call 911 or University Police at 309-677-2000 or Health Services afterhours number at 309-677-3200.
3. Email is NOT used for appointment reminders on a routine basis, but may occur for an initial appointment made in our center.
4. Staff members may also use email to try to reach a student who has missed a scheduled appointment, but please call us back in response so that we may inquire how you are doing and to reschedule the appointment.
5. Staff members do not communicate with current students or previous students via any type of Social Media (i.e. FaceBook, Twitter, LinkedIn, etc.). If a student or previous student sends such a request to a staff member, it will be ignored and deleted to protect the student's confidentiality.

By signing below, the student expresses understanding and agrees to abide by the above listed communication policy:

Student signature

Date

Witness

Date