

Communication

Communicating with UIMH

If you need to contact administration or your clinician, please visit our contact page on our website. There you will find a contact form for each department. Once the form is submitted someone will be in contact with you within 24-48 business hours.

Phone Communication

Due to high call volume and the fact that we are a small practice, you may not get someone on the phone. We operate best via email. When you call, be sure to leave a detailed voicemail and someone will return your call within 24-48 business hours. If you are experiencing a mental health or medical emergency, call 911 immediately!

Technology and Communication

In our ever-changing technological society, there are several ways we could potentially communicate and/or follow each other electronically. It is of utmost importance to us that we maintain your confidentiality, respect your boundaries, and ascertain that your relationship with us remains therapeutic and professional.

Text Messaging & Email

It is important for you to know both text messaging is a not secure means of communication and may compromise your confidentiality. We realize that many people prefer to text because it is a quick way to convey information. However, please know that it is our policy to utilize this means of communication strictly for appointment confirmations or paperwork reminders (nothing that could be inferred as therapy).

Therefore, please do not bring up any therapeutic content via text or email to prevent compromising your confidentiality. If you need to reach out to administration or your clinician, please utilize email or the patient portal secure messaging.

You also need to know that we are required to keep a summary or copy of all emails and texts as part of your clinical record that address anything related to therapy.

Social Media Platforms

It is our policy not to accept requests from any current or former clients on social networking sites such as Facebook, LinkedIn, Instagram, Pinterest, etc. because it may compromise your Confidentiality and blur the boundaries of your relationship.

We do have a professional Facebook page where you are welcome to "follow" us. However, please do so only if you are comfortable with the general public being aware of the fact that your name is attached to UIMH. **Please refrain from making contact with us using social media messaging systems such as Facebook Messenger.** These methods have insufficient security, and we do not watch them closely. We would not want to miss an important message from you.
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UIMH Newsletter and Updates

We use the email system "Constant Contact" as a means to communicate UIMH news, updates, and new information. We will also send you monthly newsletters with therapeutic material and tools to assist you when you are not in the therapy session. If you are not interested in receiving UIMH newsletters and updates you are more than welcome to unsubscribe using the link at the bottom of those email communications.