

## E-Mail Policy

I welcome your contact. I also value your privacy and time and therefore offer the following information to help you decide on the best method for reaching me.

1. If you have signed an e-mail policy with me prior to May, 2019, this policy effectively replaces that one.
2. I currently do not offer personal counseling or crisis services via e-mail. Not only does insurance not cover this service, but I have not been trained in providing services through this modality, and I believe that e-mail is not an appropriate and ethical medium for personal counseling. If you are seeking personal counseling and do not have an appointment, please make an appointment with me.
3. I am happy to provide scheduling services and answers to brief questions (e.g., "do you have a referral for a couples' counselor?") via e-mail. E-mail is also a benefit to our therapy in cases where phone contact is difficult or not possible (e.g., when my phone is not working or when I need to contact you and your voice mailbox is full).
4. Please keep in mind that non-verbal cues are missing when I respond to your e-mail. Should you--at any time--feel negatively about an e-mail interaction we have had, please bring this to my attention at our next face-to-face appointment.
5. Should you need to cancel your appointment via e-mail, I will look at the date and time stamping on your original e-mail to determine if cancellation charges apply.
6. I cannot guarantee that your e-mail will remain confidential. While I can do my best to keep your communications private and will not disseminate them without your permission, AOL, like many other servers, reserves the right to monitor my e-mail usage and might therefore see the text of your message. If you are concerned about the contents of your e-mail being read by someone other than myself, you might want to consider alternate ways of contacting me. For this reason, I strongly advise against credit card information being communicated through e-mail.
7. Every e-mail contact I receive from you--beyond simple matters of scheduling--is either archived or is printed out and made a part of your paper record. Records are destroyed in accordance with Illinois law.
8. When I respond to your e-mail, I will respond to the address from which it is sent. If you do not wish others who may have access to the e-mail account you are using to also have access to my response, please consider another means of communication or providing another e-mail address.
9. While I try to check my e-mail once a day, you have no way of knowing if I am unavailable due to illness, vacation, a technical problem or other reason. This means that your message may not be received immediately. If time is of particular concern for you, you might want to consider calling my voicemail instead or in addition.
10. Finally, due to conflicting demands on my time, I place the highest priority on responding to clients I am currently seeing. That means two things: first, if I am seeing clients on any given day from 11 a.m. to 8 p.m., I will respond to e-mail only when I am done serving the needs of clients in my office; second, while I welcome contact from former clients, my response to these e-mails may be delayed.
11. My response to your e-mail does not constitute a "Therapeutic Relationship" as it is defined legally. This relationship is only in effect when we are meeting face-to-face, and you have signed an Informed Consent to Treatment.

I hope that these guidelines are helpful to you as you decide how best to reach me. I take your time and confidentiality very seriously and therefore consider it imperative that you understand the limitations of our use of e-mail technology. If you would like to use e-mail to contact me, given the limitations noted above, please fill in the information below:

**Printed Name:** \_\_\_\_\_  
**Signature:** \_\_\_\_\_  
**E-mail address:** \_\_\_\_\_

**In responding, I will use the address: [dctralli@aol.com](mailto:dctralli@aol.com). My voicemail is 630-209-7359.**