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Electronic Communication Policy

In order to provide clarity regarding the use of electronic modes of communication during your treatment and/or testing, I have prepared my office policy for your information and review. The use of various types of electronic equipment is fairly standard in our society, and many individuals utilize these as the preferred method of communication with others, whether for social or business purposes. The use of electronic modes of communication, however, may put your privacy and the confidentiality of your personal information including medical and psychological records at risk. Consequently, this policy has been prepared to assure you that all available methods to safeguard your privacy and to protect the confidentiality of your treatment records are practiced by my office consistent with professional standards of care and the relevant federal and state law.

If you have any questions about this policy, please feel free to discuss this with me.

Email Communications

I use email communication only with your permission and only for administrative/housekeeping purposes unless we have made another agreement. This means that email exchanges with my office should be limited to non-clinical matters only, such as setting and changing appointments or billing matters. Please do not email me about sensitive, personal clinical matters. If you need to discuss something with me that is related to private health information such as reason for referral, diagnoses, etc. please feel free to call me so we can discuss it on the phone or during your therapy session. The telephone and/or in person face-to-face conversation is the most secure mode of communication and provides greater clarity. Since I cannot guarantee the security of communication of private health or personal information by standard email or text message, I recommend you never attempt to communicate substantive information with me using these methods.

In addition, email or text message should not be used to communicate with me in an urgent or emergency situation. I make every effort to respond to administrative emails and phone calls within 24 hours or the next business day, except on weekends, holidays, and vacations times. In case of an urgent or emergent situation during office hours if I am unavailable to answer the phone, or during non-office hours, do not leave a voice message, rather please call 911 or go to the nearest emergency room. Email and text message should never be used to communicate an urgent or emergent situation.

Website

I have a website that you are free to access. I use it for professional reasons to provide information to others about myself and my office practice. You are welcome to access and review the information that I have posted on my website and, if you have questions about it, we should discuss this during your therapy sessions.

Thank you for keeping this policy in mind and for letting me know of any concerns.

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