

Communication Policy – 2026

I. Purpose & Commitment to Professional Communication

At Bizzy Bees Therapy at The Ability Institute (BBTAI), we believe that strong communication and collaborative relationships are essential components of safe, effective, family-centered care.

Our organization is committed to maintaining communication systems that are:

- professional,
- respectful,
- timely,
- clinically appropriate,
- legally compliant,
- and protective of both families and providers.

Because pediatric therapy often involves long-term relationships, emotionally sensitive situations, interdisciplinary collaboration, and medically complex care, ***maintaining healthy communication boundaries is essential to:***

- protect patient privacy,
- support provider well-being,
- maintain accurate clinical documentation,
- ensure continuity of care,
- reduce risk and liability,
- and preserve safe and ethical therapeutic relationships.

This policy exists to clarify:

- approved methods of communication,
- expected response timelines,
- emergency procedures,
- privacy and HIPAA expectations,
- provider boundaries,
- and appropriate communication pathways within BBTAI.



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II. Approved Methods of Communication

Families must utilize approved BBTAI communication platforms for all patient-related communication.

Approved communication methods include:

- the BBTAI office phone system through Weave,
- Weave text messaging,
- voicemail through the clinic system,
- email communication through our HIPAA-compliant domain (within organization),
- and HIPAA-compliant document sharing through our Electronic Medical Record system, Jane.

These systems allow BBTAI to:

- maintain appropriate clinical documentation,
 - ensure communication continuity across the care team,
 - protect patient privacy,
 - support supervision and quality assurance,
 - and reduce risk for both families and staff.
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III. Personal Phone Numbers & Personal Communication Boundaries

BBTAI clinicians and staff are not permitted to communicate with families through:

- personal cell phone numbers,
- personal email addresses,
- personal social media accounts,
- or other unapproved communication platforms.

Families may not:

- contact clinicians through personal phone numbers,
- request personal contact information,
- communicate through personal messaging applications,



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- or utilize personal social media platforms for clinical communication.

Direct communication through personal devices may:

- bypass clinical documentation systems,
- create HIPAA concerns,
- prevent proper team oversight,
- place providers in ethically difficult situations,
- and interfere with emergency or crisis response procedures.

Any patient-related communication received through a personal platform must be redirected back to approved BBTAI communication systems.

Staff are only allowed to communicate with patients directly through non-organization approved systems with explicit Director-Level approval for a specific time period.

IV. Crisis Situations & Emergencies

In emergencies, families should contact:

- 911,
- emergency medical services,
- the child's physician,
- crisis response services,
- or proceed to the nearest emergency department.

Messages left through clinic communication systems outside business hours may not be reviewed immediately. Families should not utilize our clinical staff to report or disclose emergency situations that should be otherwise handled by various agencies. ***However our staff is always able to provide individuals with community resources on a non-emergent basis.***

V. Sensitive Information & Clinical Documentation



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Because BBTAI provides interdisciplinary medical and therapeutic services, many communications may involve highly sensitive, protected health information (PHI).

Sensitive information may include:

- medical diagnoses,
- trauma disclosures,
- mental health concerns,
- family dynamics,
- abuse or neglect concerns,
- feeding and swallowing risks,
- behavioral safety concerns,
- educational information,
- medication changes,
- or psychosocial concerns.

To ensure safety, continuity, and legal compliance:

- clinically relevant communication may be documented within the medical record,
- communication may be shared with appropriate interdisciplinary providers involved in the child's care,
- and communication may require escalation to supervisory, medical, or mandated reporting pathways when legally required.

BBTAI staff are mandated reporters, caring for some of the most vulnerable populations. We are legally obligated to report concerns involving suspected abuse, neglect, or immediate safety risks in accordance with state and federal law. For additional information about mandated reporting, please refer to our Mandated Reporting Policy.

VI. Text Messaging Expectations

BBTAI utilizes Weave as an approved communication and texting platform.

Families may use Weave messaging for:

- scheduling communication,



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- appointment-related questions,
- basic administrative requests,
- and limited non-urgent care coordination communication.

Text messaging should not be used for:

- emergencies,
- urgent medical concerns,
- detailed clinical discussions,
- extensive care plan updates,
- crisis situations,
- report cancellations,
- or transmission of highly sensitive information when more appropriate communication pathways exist.

All communication through Weave may be:

- recorded,
 - transcribed,
 - documented,
 - and reviewed for quality assurance and continuity of care purposes.
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VII. Email & Electronic Communication

Email communication should remain limited to:

- scheduling matters,
- administrative coordination,
- general questions,
- or non-urgent communication.

Because standard email may carry privacy limitations, highly sensitive medical or clinical information should be communicated through approved HIPAA-compliant systems whenever possible.

BBTAI utilizes Jane, our HIPAA-compliant electronic medical record system, for:

- secure document sharing,

- care plan distribution,
 - intake forms,
 - financial documentation,
 - and other protected health information requiring secure transmission.
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VIII. Response Time Expectations

Our team strives to respond to communication in a timely and professional manner.

However, response times may vary depending upon:

- clinician schedules,
- patient care responsibilities,
- clinic hours,
- holidays,
- and message volume.

Messages received:

- Evenings (Mon-Fri after 6pm),
- Weekends (Sat after 2pm, all day Sunday),
- holidays,
- or outside business hours

may not be reviewed until the next business day.

X. Social Media & Digital Boundaries

To maintain professional and ethical boundaries:

- clinicians and families should refrain from being friends on social media during active treatment,
- Social media and direct messaging should not be used to communicate clinical issues.

Families are expected to respect staff privacy and professional boundaries across all digital platforms.

XI. Recording & Privacy Expectations

In order to protect:

- patient privacy,
- staff privacy,
- confidentiality,
- and therapeutic integrity,

audio recording, video recording, or photography within the clinic may be restricted unless prior authorization has been provided by BBTAI.

Families may not record:

- other patients,
- staff interactions,
- treatment sessions involving other children,
- or confidential information within the clinic environment.

Additional media consent policies may apply separately.

XII. Respectful Communication Expectations

BBTAI is committed to maintaining a culture of:

- professionalism,
- compassion,
- collaboration,
- psychological safety,
- and mutual respect.

Families are expected to communicate respectfully with:

- clinicians,

- administrative staff,
- leadership,
- students,
- and other families.

Aggressive, threatening, harassing, discriminatory, manipulative, or boundary-violating communication may result in:

- escalation to leadership,
- modification of communication pathways,
- limitation of provider contact,
- discharge from services,
- or involvement of appropriate authorities when necessary.

Additional expectations are outlined within the BBTAI ***Family Code of Conduct Policy***.

XIII. Right to Redirect Communication

BBTAI reserves the right to:

- redirect communication to approved systems,
- limit direct provider communication when appropriate,
- require administrative coordination for scheduling or sensitive matters,
- or modify communication pathways in the interest of:
 - safety,
 - professionalism,
 - privacy,
 - clinical appropriateness,
 - and continuity of care.

These decisions are made to protect:

- families,
- staff,
- therapeutic relationships,
- and the integrity of the care environment.



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XIV. Acknowledgement

By signing below, I acknowledge that:

- I have reviewed and understand the BBTAI Communication Policy,
- I understand that communication must occur through approved organizational platforms,
- I understand that personal communication with clinicians is not permitted,
- I understand that BBTAI is not an emergency or crisis response service,
- and I agree to respect professional communication boundaries established to protect families, providers, and the therapeutic care environment.

Patient Name: _____

Parent/Guardian Name: _____

Parent/Guardian Signature: _____

Date: _____

Last Updated: May 2026