

## INFORMATION ABOUT E-MAIL/VOICEMAIL/TEXT MESSAGING COMMUNICATION

You may give permission to communicate with you by e-mail, voicemail and/or text message. This form provides information about the risks of these forms of communication as well as parameters around how they will be used in the context of therapy. By checking the box and signing the treatment consent form, you give consent for communication via e-mail, voicemail and/or text message.

### **Risks of using e-mail and text messaging:**

There are several risks to confidentiality involved in e-mail, voicemail and text communication that you will want to consider prior to their use. These include, but are not limited to:

- 1) They can be circulated, forwarded, stored electronically or printed and given to unintended recipients.
- 2) Senders can potentially misaddress an e-mail or text and send it to unintended persons.
- 3) Backup copies of e-mails and texts may exist even after intended deletion of them.
- 4) Employers and on-line services have a right to inspect e-mails sent on their systems.
- 5) E-mails, voicemails and texts can be intercepted, altered, forwarded or used without authorization or detection.
- 6) E-mails, voicemails, and texts can be used as evidence in court.
- 7) E-mails, voicemails and texts may not be secure. It is possible that the confidentiality of these communications may be breached by a third party.

### **Conditions for the use of e-mail and text messaging:**

I cannot guarantee, but will be diligent and use reasonable means to maintain the security and confidentiality of e-mail, voicemail and text information sent and received. Should you agree to communication via these methods, I am not liable for disclosure of confidential information that may occur unintentionally. The following guidelines apply to e-mail and text communications:

- 1) E-mail and texting are not appropriate for urgent or emergency situations. ***If you experience a mental health emergency, call 911 or go to the emergency room.***
- 2) E-mail and texting are primarily for scheduling purposes and/or updating on arrival time.
- 3) Clients should not use e-mail or texting to communicate sensitive information.
- 4) E-mail and texts should be concise.
- 5) E-mails and texts are typically responded to during business hours M-Th. I cannot guarantee that any particular e-mail or text will be read or responded to within any particular period of time.
- 6) E-mail communication will be printed and filed in your medical record. Text communications may be as well.