**Silver Lining Consulting, LLC Email and Text messaging policy**

**Text messaging risks and responsibilities**

E-Mail and Text Messaging Risk Factors and Responsibilities SLC Procedures: E-mail/text messaging communication between a client and provider containing information pertaining to the client’s diagnosis and/or treatment may be included in the client’s medical records.

Clients should not use e-mail/text messaging in an emergency because SLC cannot guarantee that any particular e-mail/text message will be read and responded to within any particular period of time. SLC will treat e-mail/text messages with the same degree of confidentiality as afforded other portions of the medical record.

SLC will use reasonable means to protect the security and confidentiality of e-mail/text message information. Because of the risks outlined above, SLC cannot, however, guarantee the security and confidentiality of e-mail/text message communication.

SLC will not forward the email/text messages without the consent of the client and following established consent and confidentiality procedures. The SLC cannot guarantee a response to a client-initiated e-mail/text message. Because some medical information is so sensitive that unauthorized disclosure can be very damaging, clients should not use e-mail/text messaging for communications concerning their diagnosis or treatment of AIDS/HIV infection or other transmittable or communicable diseases. If the client consents to the use of e-mail/texting, he/she is responsible for informing the SLC of the specific information the client does not want to be sent by e-mail/text message.

SLC cannot guarantee that electronic communications will be private.

SLC will take reasonable steps to protect the confidentiality of client e-mail/text messages but is not liable for improper disclosure of confidential information caused by the gross negligence or wanton misconduct of some other person not affiliated with the SLC.

Client is responsible for protecting their password or other means of access to e-mail/text message sent or received from SLC to protect confidentiality. SLC is not liable for breaches of confidentiality caused by the client. You may withdraw consent to the use of e-mail/text messaging at any time by writing to the attention of the Silver Lining Consulting, LLC C/O Namaste Manney, LMSW.

**Among general e-mail/text messaging risks are the following:**

E-mail/text messages can be immediately broadcast and received by many unintended recipients.

Recipients can forward e-mail/text messages to other recipients without the original sender’s permission or knowledge.

Users can easily misaddress an e-mail/text messages.

E-mail/text message is easier to falsify than handwritten or signed documents. Backup copies of email/text massages may exist even after the sender or the recipient has deleted their copy.

Clients who send or receive e-mail/text messages from their place of employment risk having their employer read their email/text messages.