



Dr. Amy D. Miller & Associates, Ltd.

NOTICE OF CLIENT EMAIL/TEXTING INFORMED CONSENT

Email and text messages can be a convenient, preferred and requested form of communication between clients/responsible party's and providers. However, such communications create risks to your confidentiality. We want you to be aware of the risks and make an informed decision regarding these forms of communication.

1. Risk of Using Email and Text Communication

The transmission of client information by email and/or texting has a number of risks that clients should consider prior to the use of email and/or texting. These include, but are not limited to, the following risks:

- Emails and texts can be circulated, forwarded, stored electronically and on paper, and broadcast to unintended recipients.
- Email and text senders can easily misaddress an email or text and send the information to an undesired recipient.
- Backup copies of emails and texts may exist even after the sender and/or the recipient has deleted his or her copy.
- Employers and online services have a right to inspect and archive (store) emails sent through their company systems.
- Emails and texts can be intercepted, altered, forwarded or used without authorization or detection.
- Emails and texts can be used as evidence in court.
- Emails and texts should be assumed to be unencrypted or otherwise not secure and, therefore, it is possible that the confidentiality of such communications may be breached by a third party.

2. Conditions for the Use of Email and Text Communication

Your Provider cannot guarantee, but will use reasonable means to maintain security and confidentiality of email and text information sent and received. Neither your Provider nor Dr. Amy D. Miller & Associates, Ltd., are liable for improper disclosure of confidential information that is not caused by intentional misconduct.

Client/responsible party must acknowledge and consent to the following conditions:

- Email and texting is not appropriate for urgent or emergency situations. Your Provider cannot guarantee that any particular email and/or text will be read and responded to within any particular period of time. If you experience a mental health emergency, please go to your nearest emergency room and/or call 911.
- The client/responsible party should not use email or text messages to discuss any subjects that the client/responsible party feels should be kept confidential, such as sensitive personal information.
- Email and texts should be concise. The client/responsible party should call and/or schedule an appointment to discuss complex and/or sensitive situations. Where applicable, there may be a charge for the time necessary to read/reply to emails. Text messages are used by your Provider mainly for appointment reminders/scheduling or to share more generic information.
- Emails may be printed and filed into the client's medical record. Texts may be printed and filed as well. If part of the medical record, other individuals who are authorized to view the medical record, such as staff, billing personnel, legal authority, may also have access to emails and texts.
- Your Provider may forward emails/text messages internally to staff and/or agents of your Provider as necessary for diagnosis, treatment, reimbursement, and other operations. Your Provider may also forward email/text messages to other health care providers participating in the client's care. Your provider will not, however, forward email or text messages to independent third parties who are not involved with the client's treatment, reimbursement, or otherwise not involved in their care, without the client/responsible party's prior written consent, except as authorized or required by law.

- The client/responsible party is responsible for taking precautions to preserve the confidentiality of emails or text messages, such as using screen savers and safeguarding computer passwords or other means of access to email or text messaging.
- The client/responsible party is responsible for reviewing the email or text message to make sure it is clear and that all needed information is provided before sending to your health care Provider/Practice.
- Your Provider is not liable for breaches of confidentiality caused by the client/responsible party or any third party.
- The client/responsible party is responsible for informing their Provider of any types of information the client/responsible party does not want to be sent by email, text messages or voicemail.
- The client/responsible party is responsible to limit or avoid use of his/her employer's computer. Information is often stored on the employer's system and can be read by people within that organization.
- Promptly inform your Provider of any changes in email or text messaging addresses.
- If the client/responsible party email or text requires or invites a response from the Provider, and a response is not received within a reasonable time period, it is the client/responsible party's responsibility to call the Provider to determine whether the Provider received the email or text.

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