



Enlighten Therapeutic & Consulting Services, LLC

“Transforming Minds One Person at a Time”

EMAIL COMMUNICATION POLICY

Individuals who wish to communicate using email are welcome to do so. However, there are a number of privacy concerns and potential risk factors that should be considered before transmitting confidential information by email.

General concerns include: email is immediately broadcast worldwide and can be forwarded without the sender’s or intended recipient’s permission or knowledge; email can easily be misaddressed; back-up copies of emails may exist after the sender or the recipient has deleted them; and email is easier to falsify than documents that are signed and sent by regular mail.

Privacy concerns related to one’s personal health information also need to be considered. It is the policy of Enlighten Therapeutic & Consulting Services, LLC to take all reasonable means to protect your confidentiality but cannot guarantee the security and confidentiality of email communication. Please read the following information outlining Enlighten Therapeutic & Consulting Services, LLC conditions for the use of email.

- Enlighten Therapeutic & Consulting Services, LLC cannot guarantee that electronic communications will be private. Enlighten Therapeutic & Consulting Services, LLC take reasonable steps to protect confidentiality but is not liable for improper disclosure of confidential information not caused by negligence or misconduct.
- If you choose to use email, you are responsible for informing Enlighten Therapeutic & Consulting Services, LLC of any limitations to the kind of information that will be sent by email.
- You are responsible for the protection of your own password or other means of access to email sent or received. Enlighten Therapeutic & Consulting Services, LLC is not liable for breaches of confidentiality caused by the client.
- You should not use your work/business email system to send or receive confidential medical information.
- Emails concerning diagnosis and/or treatment become part of the client’s medical record and is available to certain authorized entities such as health care providers and insurers for the purposes of treatment and reimbursement. Enlighten Therapeutic & Consulting Services, LLC will not forward the email out of the agency without your consent or as required by law.
- Email should not be used when transmitting sensitive medical information.
- Email should not be used in the case of a medical emergency.