

Restoring Balance Counseling, LLC

Patient Consent for Use of Email Communications

To better serve our patients, this office has established an email address for some forms of communication. For routine matters that do not require immediate response, please feel free to contact us at jennifer@restoringbalancecounseling.com. **Should you require urgent or immediate attention, this medium of emailing is not appropriate.** The service provider may delay message delivery.

Summary of risks of using email: Email is a useful method of correspondence for clients. Transmitting confidential information by e-mail can create a number of risks, both general and specific that clients need to be aware of if they choose this method of correspondence.

A. General email risks include but are not limited to the following:

- Email can be immediately broadcasted worldwide and received by many intended and unintended recipients
- Recipients can forward email messages to other recipients without the original sender's permission or knowledge
- Users can easily send an e-mail to the incorrect address
- Email is easier to falsify than handwritten or signed documents
- Backup copies of email may exist even after the sender or the recipient has deleted his or her copy
- Without the benefit of face-to-face interaction, emails can be misinterpreted in tone and meaning

B. Specific email risks include but are not limited to the following:

- Email containing information pertaining to a patient's diagnosis and/or treatment must be included in the patient's medical records, thus, all individuals who have access to the medical record will have access to the email messages
- If you are sending your emails from your employer's computer, your employer does have access to your emails
- While it is against the law to discriminate, an employer who has access to your email can use the information to discriminate against the employee. Additionally, the employee could suffer social stigma from a workplace disclosure
- Insurance companies who learn of your PHI information could deny you coverage.
- Although therapists will endeavor to read and respond to email correspondence promptly, they cannot guarantee that any particular email message will be read and responded to within any particular time frame. The exception would be that the email is part of a scheduled time frame.

I understand that this office will not be responsible for information loss or delay or breaches in confidentiality that are due to technical factors beyond this office's control.

I understand and agree to the above email policy.

By signing below, you are agreeing that we may send medical related correspondence to you via email, and that we may respond to your emails to us via email.

Patient signature

Date

Approved email address(es)