

Electronic Communication Consent Form

Email offers an easy and convenient way for clients and clinicians to communicate regarding scheduling, prescriptions, billing, and other concrete matters. In many circumstances, it has advantages over telephone calls, but it also presents risks.

Email is not the same as calling our office; there is no person at the other end to receive your call—just a computer. You cannot tell for certain when your message will be read, or even if your clinician is in the office or on vacation. Nonetheless, we believe that the ease of communication via email affords a benefit to client care. Below are our rules for contacting us using email.

- Email is never, ever, appropriate for urgent or emergency problems. Please use the telephone and/or go to the nearest hospital emergency room.
- Email is great for asking those little questions that do not require a lot of discussion. Appropriate uses of email also include prescription refill requests, referral and appointment scheduling requests and billing/insurance questions.
- Emails should not be used to communicate sensitive medical/clinical information (e.g. sexually transmitted diseases, AIDS/HIV, mental illness, developmental disability, or substance abuse).
- Email is not confidential. It is like sending a postcard through the mail. If you are sending emails from work, your employer has a legal right to read your email if he or she chooses.
- Email will become a part of the medical/clinical record.
- Email is not a substitute for seeing your clinician. If you think that you might need to be seen, please call and book an appointment.

Finally, if couple or family, either/any of us can revoke permission to use the email system at any time.

Cell phone text is often used in a similar way to email for the ease of communication it affords all parties. Council for Relationships does not currently have encryption capabilities that provide what we understand to be necessary to ensure the security and privacy of client information. Consequently, our clinicians are permitted, if they so choose, to communicate by cell phone text, but only information related to scheduling appointments (e.g., the need to reschedule, offering available times, etc.).

I DO want to communicate with my clinician electronically. I have read the above information, and understand the limitations of security on information transmitted.

Your Name(s): _____

Your Signature(s): _____ Date: _____

Email Address(es): _____
