



## Renaissance Behavioral MEDICINE

### Patient Email/Phone/Texting Informed Consent Form

It may become useful during the course of treatment to communicate by email, phone, and/or text message (e.g. "SMS"). Be informed that these methods, in their typical form, are not confidential means of communication. If you use these methods to communicate with Renaissance Behavioral Medicine, there is a reasonable chance that a third party may be able to intercept and eavesdrop on those messages. The kinds of parties that may intercept these messages include, but are not limited to:

- People in your home or other environments who can access your phone, computer, or other devices that you use to read and write messages
- Your employer, if you use your work email to communicate with Renaissance Behavioral Medicine
- Third parties on the Internet such as server administrators and others who monitor Internet traffic

You may give permission to your provider to communicate with you by email, phone, and text message (also known as SMS). This form provides information about the risks of these forms of communication, guidelines for email/phone/text communication, and how we use email/phone/text communication. It also will be used to document your consent for communication with you by email, phone, and text message.

#### I. Risk of using text messages/emails:

Renaissance Behavioral Medicine occasionally offer clients the opportunity to communicate via text messages and/or email messages. Transmitting client information by text messaging and email has a number of risks to be considered before making a final decision regarding its use. These include but are not limited to:

- a. Text messages/emails can be circulated, forwarded or stored in electronic files.
- b. Text messages/emails can be broadcast worldwide and received by many intended/unintended recipients.
- c. Senders can easily misaddress a text message/emails.
- d. Backup copies may exist even after sender and/or recipient has deleted their copies.
- e. Text messages/emails can be intercepted, altered, forwarded or used without detection or authorization.
- f. Text messages/emails can be used as evidence in court.



**Renaissance Behavioral  
MEDICINE**

- g. Text messages/emails can be lost in transmission.
- h. Emails, phone calls, voicemails, and texts may not be secure and therefore it is possible that the confidentiality of such communications may be breached by a third party

II. Conditions for the use of text messaging/emails:

We will use reasonable means to protect the security and confidentiality of text messaging/email information sent and received; however, because of the risks outlined above, we cannot guarantee the security and confidentiality of all electronic communication and will not be liable for improper disclosure that is not caused by our intentional misconduct.

Consent to the use of text messages/emails includes agreement with the following conditions:

- a. A text message/email to or from a patient can be printed out and become a part of the file in the same way that treatment notes become part of the file.
- b. Email and texting is not appropriate for urgent or emergency situations. If you experience a mental health emergency, please go to your nearest emergency room and/or call 911.
- c. If the patient text messages/email requires or invites a response from us and the client has not received a response within a reasonable time period, it is the patient's responsibility to follow up to determine whether the intended recipient received the text message/email and when a response might be expected.
- d. The patient should not use text messaging/emails for communications regarding extra sensitive materials.
- e. The patient is responsible for informing the practice of any information that they do not want sent via text messaging/email.
- g. The patient is responsible for protecting his/her password or other means of access. We are not liable for breaches of confidentiality cause by a client or other third party.



## Renaissance Behavioral MEDICINE

### CONSENT FOR TRANSMISSION OF PROTECTED HEALTH INFORMATION BY NON-SECURE MEANS

1. I acknowledge that appointment reminders by text are an additional service and that these may not take place on all occasions and that the responsibility of attending appointments or cancelling them still rests with me. I understand that if I am not able to keep an appointment I will call or send the practice an email or SMS to cancel.
2. Text messages are generated using a secure facility but I understand that they are transmitted over a public network onto a personal telephone and as such may not be secure.
3. All patients have the right to change their minds and have this service stopped. If you no longer wish to receive these reminders please notify the practice.
4. I agree to advise the practice if my mobile number changes or if this is no longer in my possession.

I consent to allow Renaissance Behavioral Medicine, to use

email

mobile phone text messaging (check both unless you do not want to use one)

phone call

to communicate with me and/or with my parents/legal guardian in regards to:

appointment setting and appointment reminders

treatment recommendations

updating patient, parent, or legal guardian information

I have been informed of the risks, including but not limited to my confidentiality in treatment, of transmitting my protected health information by unsecured means. I understand that I am not required to sign this agreement in order to receive treatment. I also understand that I may terminate this consent at any time.

Patient's Name:

Signature:

Date Signed:

Parent/Legal Guardian Name:

Signature:

Date Signed: