Consent to Electronic Communication

** indicates a required field*

Benefits of Electronic Communication

Electronic communication such as email can be a useful and convenient way to communicate about appointments and billing, or to occasionally share information between appointments.

Risks of Electronic Communication

It is important to be aware of the limits of confidentiality before choosing to use electronic communication with Campbell Psychological Services and your therapist.

Unencrypted text and email messages can be intercepted in two ways.
1. When the message is sent unencrypted, the message may be read by third parties who monitor internet traffic, such as server administrators. If a work email is used for communication, employers may have access to any messages that are sent or received.
2. If someone else has access to your phone, computer, or other devices, they may be able to read your emails or texts.

If you choose to send and receive messages through the Client Portal, you will receive an unencrypted email from Campbell Psychological Services each time there is a message waiting for you. For 15 minutes from the time this email is opened, it can be used to access the Client Portal without entering your username and password. Thus, anyone who has access to your email could access information in the Client Portal (such as shared documents and upcoming appointment times) during that time.

An encrypted message is more secure, because it requires that the person who receives the message enter a unique password to decrypt, or "unlock," the email. However, if someone has access to your email account, they may still be able to see who the message is from.

Limits to Electronic Communication

Email and other electronic messaging is not a replacement for face-to-face therapy. Detailed or sensitive conversations should be reserved for in-person meetings.

Electronic communication should never be used to communicate in the case of an emergency.

While our therapists try to return messages in a timely manner, they are often in appointments throughout the day and may not check their messages outside of regular business hours. Please do not expect an immediate response to electronic communication.

All electronic communication will become a part of your clinical record.

Appointment Reminders

For your convenience, appointment reminders are sent automatically from our electronic record system. These reminders are delivered by unencrypted email and/or by text. For telehealth (video) appointments these reminders will include a web-link to your therapy appointment. For clients under 18, appointment reminders will be sent to the client AND the parents.

If you do NOT want appointment reminders, please check the box to opt out. (If you are doing telehealth, you will need to log into the portal each time to find the link to your appointment.)

- [ ] I do NOT want appointment reminders

FOR YOUTH AGES 14-17: If you do NOT want your parent/guardian to receive appointment reminders, please check the box to opt out.

- [ ] I do NOT want my parent to receive appointment reminders.

Email Communication

* Do you authorize Campbell Psychological Services to use ENCRYPTED email to communicate with you? You will need to create and remember a unique password to read these messages.

- [ ] Yes, I authorize Campbell Psych to send me encrypted emails
- [ ] No, I do not want to receive encrypted emails from Campbell Psych

If there is any information you prefer to receive via UNENCRYPTED (regular/non-secured) email, please mark it below:

- [ ] Communication about scheduling and appointment times
- [ ] Billing & payment information
- [ ] Clinical/personal information, including therapy-related information
- [ ] I prefer ALL emails be unencrypted
- [ ] Other

* FOR YOUTH AGES 14 - 17: Do the email preferences chosen above also apply to communication we may have with your parent/caregiver?

- ( ) Yes
- ( ) No
- ( ) Not applicable

Secure Messages in Client Portal

Our Client Portal also offers Secure Messaging – this alternative to traditional email allows you to exchange messages with your therapist on a secure platform. This is described in more detail under "Risks" above.

* Do you authorize use of Secure Messaging through the Client Portal? (Check all that apply)

- [ ] Yes, with client
- [ ] Yes, with parent
- [ ] No, please do not send secure messages

* **I have reviewed the Consent to Electronic Communications and understand the risks, including but not limited to my confidentiality in treatment, of transmitting my Protected Health Information electronically. I understand that I am not required to sign this agreement in order to receive treatment and I may terminate this authorization at any time. I understand all electronic communication will become a part of my clinical record.** _____

I consent to sharing information provided here.