

Lakeshore Psychology Services

ELECTRONIC COMMUNICATION GUIDELINES

ELECTRONIC COMMUNICATION INFORMED CONSENT CLIENTS OPT-IN AND CONSENT TO OUR POLICIES ON THE USE OF UNENCRYPTED ELECTRONIC COMMUNICATION FOR CONFIDENTIAL MEDICAL INFORMATION AFTER HAVING BEEN INFORMED OF THE FOLLOWING AND SIGNING OUR INFORMED CONSENT FORM WHICH REFERS TO THIS DOCUMENT FOR REFERENCE:

Electronic communication cannot be guaranteed to be private due to the following risk factors:

- Can be immediately broadcast worldwide and be received by many intended and unintended recipients
- Can be forwarded to other recipients without the original sender's permission or knowledge
- Can be falsified more easily than written or signed documents
- Can be easily misaddressed -Back up copies of electronic communication may exist even after the sender or recipient has deleted the information

CONSENT TO THE USE OF ELECTRONIC COMMUNICATION FOR CONFIDENTIAL MEDICAL INFORMATION INCLUDES AGREEMENT WITH THE FOLLOWING CONDITIONS:

- The therapist and client will agree that electronic communication will be used only for non-clinical communications such as scheduling or billing.
- Electronic communications concerning clinical information is not recommended. Urgent clinical concerns should be expressed through your therapist's telephone voicemail.
- Client should avoid conveying sensitive/personal information through electronic forums due to security risks.
- Clients do not have a right to privacy in their employer's email system, so should not use that system to transmit confidential information.
- EMERGENCIES cannot be handled through electronic communication. Use the emergency procedure available on our phone system. Promptness in responding to electronic communication cannot be guaranteed. If you need an immediate response, use our phone system.

BY SIGNING THE INFORMED CONSENT DURING YOUR FIRST THERAPY MEETING, YOU ARE AGREEING TO OUR POLICIES ON ELECTRONIC COMMUNICATIONS.