

TEXTING AND EMAIL AGREEMENT

You may give permission to your provider and other Heritage staff to communicate with you via email or text message. This section will describe risks of these forms of communication, guidelines for email and or text communication and how we will use email or text communication. This will also be used to document your consent for communication via email and/or text message.

Risk of using email and/or text:

The transmission of client information by email and/or texting has a number of risks that a client should consider prior to use of email and /or texting. These include but are not limited to, the following risks;

Emails and text messages can be circulated, forwarded, stored electronically and on paper, and broadcast to unintended recipients

Email and text sends can easily misaddress an email or text and send information to an undesired recipient

Backup copies of emails and texts may exist even after the sender and/or the recipient has deleted their copy.

Emails and texts can be intercepted, altered, forward or used without authorization or detection

Emails and texts can be used as evidence in court.

Emails and texts may not be secure and therefore it is possible that the confidentiality of such communication may be breached by a third party.

Conditions for use of email and/or text:

Heritage cannot guarantee but will use reasonable means to maintain the security and confidentiality of email and text information sent and received. Heritage is not liable for improper disclosure of confidential information that is not caused by an employee's intentional misconduct.

Clients/Parent's/Legal Guardians must acknowledge and consent to the following conditions:

Email and/or texting is not appropriate for urgent or emergency situations. If you are experiencing a behavioral health crisis or emergency, please contact the Heritage crisis line at 217-362-6262.

Heritage cannot guarantee that any particular email and/or text will be read and/or responded to within a particular period of time.

- o Heritage will respond to emails and/or text messages Monday- Friday during the hours of 8:00am – 5:00pm, unless otherwise specified. Emails and/or text messages will not be answered outside of these hours or on the weekends/holidays.

- o Heritage staff will not respond to emails and/or text messages during scheduled and/or unscheduled time off.

Email and/or texts should be concise. The client/parent/legal guardian should call and/or schedule an appointment to discuss complex and/or sensitive situations.

Emails and/or texts may be printed and filed into the client's medical record. In addition, texts may be electronically incorporated into a client's medical record.

Heritage will not release information within emails and/or texts without written consent, except as authorized by law.

Clients/parents/legal guardians should not use email or text for communication of sensitive medical information.

Heritage is not liable for breaches of confidentiality caused by the client or any third party.

It is the client's/parent's/legal guardian's responsibility to follow up and/or schedule an appointment if warranted.

Clients/parents/legal guardians are responsible for maintaining correct phone numbers and email addresses to receive emails and text messages.

Client Acknowledgement and Agreement:

I acknowledge that I have read and fully understand this consent form.

A. I understand the risk associated with the communication of emails and/or text messages between Heritage and me.

B. I understand that Heritage will use my cellular telephone number to send me appointment reminders via text.

C. I understand that text message and data rates may apply.

D. I understand that I may opt out of receiving email and/or text messages at any time by informing Heritage staff and updating a consent for treatment form.

Texting Agreement:

I acknowledge and authorize Heritage to send text messages to my cell phone regarding scheduling and treatment.

I understand that I or Heritage may revoke this permission at any time.

I agree not to hold Heritage liable for any electronic messaging charges or fees generated by this service.

I further agree that in the event my cell phone number changes I will inform Heritage.

I accept and DO want to receive text messages

I decline and DO NOT want to receive text messages at this time

Cell Phone Number:**Email Agreement:**

I acknowledge and authorize Heritage to send email messages.

I understand that Heritage will use my email address to send me documents for electronic signatures.

I understand there is some level of risk that information in an email could be read by someone else.

I understand that I may opt out of receiving emails at any time by informing Heritage staff and updating a consent for treatment form.

I further agree that in the event my email changes I will inform Heritage

I accept and DO want to receive email messages

I decline and DO NOT want to receive email messages at this time

Email Address:

Email Address:

CONSENT TO LEAVE A MESSAGE

Heritage may contact you by telephone with information regarding your care at Heritage, this could include but is not limited to; confirmation of appointment date and time, medication adjustments, test results, instructions from your provider. Messages that contain protected health information (PHI) require the person served to sign an authorization form to receive messages by voice mail.

The goal of this authorization is to decrease the call volume and delay in communication between person served, staff and providers. However, to reasonably safeguard patient privacy, Heritage providers and staff may limit the amount of information disclosed on the answering machine.

Voicemail Agreement:

I understand my HIPAA rights and I request that this office leave messages, including those containing PHI, for me by voice mail at the number noted below.

I understand that it is my responsibility to keep the practice informed of any changes to this information.

I understand this authorization is in effect until canceled in writing

I further agree that in the event my phone number changes I will inform Heritage

I accept and DO want to receive voicemail messages

I decline and DO NOT want to receive voicemail messages at this time

Preferred Phone Number: