

ANDREWS & ASSOCIATES
COUNSELING



Email Communication Consent

Your consent authorizes Andrews & Associates Counseling and its affiliated providers (all referenced here as "A&A") to communicate with you via digital channels that utilize your email address. The email address that you are currently using can be listed below. However, this consent allows A&A to communicate with you using any email address that you provide to A&A, and/or any email address that you send communications to A&A from.

A&A offers a "Client Portal" – this is a secure, encrypted communication tool that allows you to interact with A&A and access portions of your record. This service is offered at no cost to all clients. By establishing a Client Portal account, you agree to provide accurate and complete information as requested by A&A. You acknowledge you are personally responsible for restricting access to your email and login credentials to avoid unauthorized access to your account. Confidential patient information should ordinarily only be exchanged through the Client Portal or other secure/encrypted communication devices. Open email exchanges should generally be limited to communications that do not contain sensitive patient information. *Some of the risks of using open email exchanges are outlined on the next page of this consent form.*

In addition to Client Portal communications, you authorize A&A staff and providers to contact you from their individual A&A email accounts as needed for treatment, scheduling, or billing purposes. A&A will also occasionally share educational information about its programs and services offered to the community, including programs or services that may be specific to you, via our email newsletter. You may also periodically receive patient surveys, promotional offers, or information about A&A charities and fundraising programs by email.

You can modify your preferences or "opt out" of email communications by sending an email to A&A at liza@andrewsinc.net or by calling 785-539-5455. Some previously scheduled messages may still reach you after you opt out. You therefore authorize A&A up to 10 business days to fully process your opt-out request.

Acknowledgement & Agreement

A&A will use reasonable means to maintain the privacy of your information. A&A employees, providers, and others involved in your care may have access to email messages that you send. Such access will only be given to people who have a right to access your information to provide services to you. A&A will not share your information without your prior written consent, unless as authorized or required by law. A&A will not be held responsible for privacy or security breaches that may occur through communication methods that you have consented to and that are not caused by A&A's intentional misconduct. A&A is not liable for email messages that are lost due to technical failure during composition, transmission and/or storage.

I have read and understand the risks of using email and agree that email messages may include protected health information about me, or the patient named below (if I am signing as the patient's representative).

Client's Name _____ DOB _____

Primary Email Address _____

Secondary Email Address _____

Signer's Name _____

Signature _____ Date _____

Unsecured Email Risks

Andrews & Associates Counseling uses secure/encrypted channels whenever possible and makes every effort to protect sensitive information that is stored and transmitted from our devices and systems. However, there are several potential risks involved with exchanging email communications and with sharing personal health information electronically.

Email is not secure unless it is fully encrypted between all parties and if all accounts use strong authentication methods. Most popular open email service providers (Gmail, Yahoo, Hotmail, etc.) do not meet these standards.

Risks of communicating via open/unsecured email include, but are not limited to, the following:

- Email can be used to spread computer viruses
- Someone posing as you could access your information
- Emails can be circulated and stored by unintended recipients
- Email could be intercepted, altered, or forwarded without authorization
- Email may be seen by unintended viewers if addressed incorrectly
- Emails are discoverable in litigation and may be used as evidence in court
- Statements made via email may be misunderstood
- Emails may go unread or may be caught by junk/spam filters
- Emails may be delayed, and delivery is not guaranteed

A&A will not ask for personally identifying information or other sensitive information using open/unsecured email. Such information might include identifiers like date of birth, mother's maiden name, social security numbers, or personal health information. **This type of information should only be shared with your provider via encrypted/secured channels like our Client Portal.**

You have the right to request that A&A communicate with you by alternative means or at alternative locations, if reasonable.