

## Electronic Communications Informed Consent

People Incorporated's standard method of communication with persons served is by telephone, video relay, or standard US Mail. Programs within People Incorporated may determine that electronic communications communication such as email and/or texting with persons served is a viable alternative, in addition to the other methods of communication. Transmitting confidential information by e-mail can create a number of risks, both general and specific that you need to be aware of if you choose this method of correspondence with us.

### A. General electronic communications risks include but are not limited to the following:

- Electronic communications can be immediately broadcasted worldwide and received by many intended and unintended recipients;
- Recipients can forward electronic communications messages to other recipients without the original sender's permission or knowledge;
- Users can easily send an e-mail to the incorrect address;
- Electronic communications is easier to falsify than handwritten or signed documents;
- Backup copies of electronic communications may exist even after the sender or the recipient has deleted his or her copy;
- Without the benefit of face-to-face interaction, electronic communications can be misinterpreted in tone and meaning.

### B. Specific electronic communications risks include but are not limited to the following:

- Electronic communications may contain information pertaining to your diagnosis/assessment and/or service/treatment.
- If you are sending your electronic communications from your employer's computer, your employer does have access to your electronic communications.
- If you send electronic communications from your place of employment electronic communications address remember that your employer has access to your electronic communications.
- Although staff will attempt to read and respond to electronic communications correspondence promptly, they cannot guarantee that any particular electronic communications message will be read and responded to within any particular time frame.

### C. Conditions for use of Electronic communications

Reasonable means will be used to protect the security and confidentiality of electronic communications containing information about you sent by People Incorporated to someone outside of People Incorporated. Because of the risk outlined above the security and confidentiality of electronic communications which you send to People Incorporated cannot be guaranteed.

### Your consent to electronic communications correspondence includes your understanding of the following conditions:

- electronic communications to and from you, or about you, are **not** part of your file. Staff who communicate with you by electronic communications will assess if the content of the electronic communications concerns assessment/diagnosis or relates to decisions about services we provide you-they will enter a summary statement in your record if they assess this to be the case.
- Your electronic communications messages may be forwarded within the organization as necessary for coordination/planning your care.
- Though all efforts will be made to respond promptly this may not be the case. Because the response cannot be guaranteed *do not use electronic communications in an emergency.*
- You are responsible for following up with the staff if you have not received a response in a time frame you expect.
- Medical information is sensitive and unauthorized disclosure can be damaging. You should not use electronic communications for communications concerning diagnosis or treatment of AIDS/HIV infection,

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- other sexually transmissible diseases, mental health, and developmental disability or substance abuse issues.
- Since employers do not observe an employees right to privacy in their electronic communications system, you should not use your employer’s electronic communications system to transmit or receive electronic communications.
  - People Incorporated will take reasonable steps to ensure that all information it transmits through electronic communications is kept private and confidential by using an electronic communications encryption process-all electronic communications you receive from People Incorporated will be encrypted. People Incorporated is not liable for improper disclosure of confidential information that is not a result of our negligence or misconduct.
  - You are responsible for protecting your password and access to your electronic communications account and any electronic communications you send or you receive from your People Incorporated service provider to ensure your confidentiality. People Incorporated cannot be held liable if there is a breach of confidentiality caused by a breach in your account security.
  - Any electronic communications that you send to your People Incorporated service provider that discusses your assessment/ diagnosis or service/treatment constitutes informed consent to the information being transmitted.
  - If you wish to discontinue electronic communications information, you must submit written consent or an electronic communications informing your People Incorporated service provider that you are withdrawing consent to electronic communications information.
  - Electronic communications between you and People Incorporated end at the point of service termination.
  - Your People Incorporated service provider reserves the right to discontinue the use of electronic communications.

Yes, I have read the above and consent to electronic communications correspondence.

No, I am not interested in electronic communications correspondence.

\_\_\_\_\_  
**Print Client Name**

\_\_\_\_\_  
**DOB**

\_\_\_\_\_  
**Client Signature**

\_\_\_\_\_  
**Date**

If parent/guardian is signing on behalf of a client, please complete the following information:

\_\_\_\_\_  
**Print Name of Parent (custodial and non-custodial) or Guardian**

\_\_\_\_\_  
**Signature of Parent (custodial and non-custodial) or Guardian**

\_\_\_\_\_  
**Date**

Electronic communications discontinued per program or person served.

\_\_\_\_\_  
**Date**