

## Client-Therapist E-Mail Request

E-mail offers an easy and convenient way for some clients to communicate with a therapist. However, one must remember that there are important differences when you are not physically present in the therapist's office. E-mail is not the same as calling the therapist's office; there is no person at the other end of the call – just a computer. You cannot tell for certain when your message will be read, or even if your therapist is in the office or on vacation. Nonetheless, the ease of communication through e-mail may afford a benefit to client care communications for some, if these points are kept in mind:

- E-mail is not a substitute for seeing your therapist. If you think that you might need to be seen, please call and make an appointment!
- Appropriate uses of e-mail include referral and appointment scheduling requests and billing/insurance questions.
- E-mail is never appropriate for urgent or emergency problems. Please use the telephone to connect with a live person who can direct you regarding your care needs or go to the nearest Emergency Department.
- E-mails should not be used to communicate sensitive medical information, such as information regarding sexually transmitted diseases, AIDS/HIV, mental health, developmental disability, or substance abuse, unless you expressly request that we do so.
- E-mail is not confidential. It is like sending a postcard through the mail. You should also know that if you are sending e-mails from work, your employer may have a legal right to read your e-mail if he or she chooses. Thus, you should be careful about using a work e-mail address for personal matters such as your health care.
- E-mail may become a part of the medical record when we use it; a copy may be printed and put in your chart.

I DO want to communicate electronically with regarding administrative matters. I have read the above information and understand the limitations of security on information transmitted.

Client Name: \_\_\_\_\_

Client/Parent Signature: \_\_\_\_\_

Date : \_\_\_\_\_

E-mail Address: \_\_\_\_\_

State of Residence: \_\_\_\_\_