



Electronic Communication Policies and Consent

I, _____, DO DO NOT consent to use of email, text messaging, or other electronic communication* with my provider for myself and/or my teen. I understand the following:
**with the exception of social media e.g., Facebook, Instagram, Snapchat, Twitter, etc.*

- Electronic communication SHOULD NOT be used to convey urgent or emergency information to my provider, as it cannot be guaranteed as a timely form of communication.
- Electronic communication CANNOT be guaranteed to be secure. I understand that electronic communication has inherent risks, as it can be received or forwarded to unintended recipients. Backup copies of email and other electronic communication may exist even after I and my provider have deleted said communications.
- Electronic communication will not be forwarded to other individuals without my consent.
- Messages should be concise. If extensive discussion is needed, it should occur during an appointment with my provider. Sensitive and/or new information should be discussed in therapy sessions, not relayed via electronic communication.
- My provider may store copies of my electronic communication in my file if it is significantly related to my treatment. Otherwise my provider will make a brief note of electronic communication that we have.
- Electronic contact information may be shared with a third-party billing service for the purposes of managing my account. I acknowledge that I may be contacted via text or email with billing statements.
- If my electronic contact information changes, I will update my provider.
- I may revoke this consent at any time via a written note.
- My provider may reserve the right to charge a fee for discussions, just as they reserve the right to charge a fee for phone calls over 10 minutes. These extended discussions or phone calls are charged at a rate of \$145/hour in 10 minute increments.

Please read and initial the following policies:

EMAIL

It is the policy of Evolve Behavioral Health to communicate via email for the purposes of scheduling appointments and relaying brief information only but not extensive clinical information or emergencies. Your therapist will respond to your email message as appropriate at their earliest opportunity. Please remember that your therapist will not check email when out of the office or over the weekend. We have established HIPAA compliant email addresses (please note our HIPAA compliant emails are @evolvebehavioral.com – all other email addresses are NOT HIPAA compliant).

TEXTING

It is the policy of Evolve Behavioral Health to text for the purposes of scheduling appointments (but not cancelling appointments) and to notify your therapist if you are running late for your scheduled appointment. All other communications need to occur via email, phone call or during session.

PHONE CALLS

You are welcome to contact your therapist via the phone number listed on their business card to relay brief information. Phone calls lasting more than 10 minutes will be billed as your responsibility as phone communication is not covered by health insurance. Phone calls are charged at a rate of \$145/hour in 10 minute increments.

INSTANT MESSAGING (IM)

It is the policy of Evolve Behavioral Health to not knowingly communicate with clients via instant message, “chatting” or similar technologies. This includes, for example, messaging through Facebook, Instagram and other social networking sites.

“FRIENDING” (and similar)

It is the policy of Evolve Behavioral Health that your provider will not establish, maintain or agree to any form of “friending” via social media platforms as the blurring of therapist-client relationship may adversely affect the therapy process.

Client name

Witness name

Signature Date

Signature Date

Parent/Guardian Name

Signature Date