

Shannon Healy M.A., LMHC

Licensed Mental Health Counselor MH 10647

549 N Wymore Road, Suite 110-A Maitland, FL 32751
Tel: 321-436-4887 E-mail: shannon@healymhc.com

E-mail and Texting Consent

Email and texting can be a convenient way to handle administrative issues like scheduling, but they are not considered to be confidential means of communication.

Email lacks confidentiality because it can be relatively easily accessed by unauthorized people and hence can compromise the privacy and confidentiality of such communication. Email accounts can be “hacked” giving 3rd party access to email content and addresses and email providers may keep a copy of each email on their servers. Additionally, there is always the possibility that email could be delivered to an incorrectly typed address. **Please do not use Email for emergencies as I do not check email as frequently as voicemail.**

Text messages are also not generally a secure method of communication because they lack encryption. Also the sender does not know with certainty that his or her message is received by the intended recipient. Furthermore, the telecommunications vendor/wireless carrier may store the text messages.

For these reasons, I will not use email or texting to discuss clinical issues (i.e. the important things we talk about in session). If you are comfortable doing so, I will be happy to use email to handle clerical, scheduling or non-clinical communication. If you are not comfortable with these risks, I will handle administrative issues via phone calls.

In order to provide you with the highest level of privacy and confidentiality, I would like to ensure that I understand your preferred means of communication. Please check all of the following acceptable methods of communication and circle your top preference.

Name (please print): _____

- Cell Phone: _____
- Ok to leave voice message with detailed (non-clinical) information
 - Leave voice message with a call back number only
 - Ok to text detailed (non-clinical) information
 - Leave text message with a call back number only
- Home Phone: _____
- Ok to leave voice message with detailed (non-clinical) information
 - Leave voice message with a call back number only
- Work Phone: _____ ext _____
- Ok to leave voice message with detailed (non-clinical) information
 - Leave voice message with a call back number only
- Written Communication OK to mail to my home address
- Email: _____