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Electronic Communication policy & Informed Consent:

Electronic communications includes but is not confined to email, text messaging, and instant messaging.

By signing below I, _____ understand that:
Please print name

- Electronic communications are inherently insecure and should I choose to communicate with my counselor in this way I do so knowing its limitations in security and confidentiality. I understand my counselor will take appropriate and necessary precautions to keep electronic communications secure however in the event of a security breach I am aware that my counselor cannot guarantee security of data.
- My counselor will take all precautions to maintain the confidentiality and security of electronic messages. I understand also that it is my responsibility to ensure the security of messages being stored within my own email accounts, on my own computers &/or phone accounts and records.
- I must initiate electronic communication first to ensure that my counselor has the correct address. This message should include my full name in the body of the message, especially if your name is not included in the electronic account.
- Technical difficulties (power outages, lack of internet access, etc) may occur which might prevent my message being received, read or replied to by my counselor. In such cases the client is responsible for following up with the counselor by phone if the message is not acknowledged within 48 hours.
- Electronic communication is not for emergencies or notification of cancelations. I understand that the best way to notify my counselor of a cancelation is to leave a voice mail.
- Sensitive issues and information should not be addressed in electronic communication but saved for a counseling session.
- I should use a non-work based email account &/or cell phone accounts due to confidentiality and the potential monitoring an employer might utilize for their email servers and/or employee communications.
- Any email necessitating a long reply (greater than 8 lines) may incur a fee to be added to my account for the time spent reading and replying to the message.
- All emails and replies will be printed for my file or kept with my electronic records. Text messages will be summarized as communication in client's file.
- No electronic communication will be forwarded without a signed release on file for those individuals receiving the email if they are not the client or legal guardian of a client who is under the age of 13 years.

Signature

Date