

## **Email and Electronic Communications Options, Revised Sept. 23, 2013**

I consider email the best way to communicate schedule changes, insurance information and to answer business-related questions -- and that's normally how I ask you to pass such messages to me.

There are also occasions when you might wish to discuss both business and personal questions with me over the telephone.

In keeping with privacy legislation, I must warn you that email, Skype and phone calls (particularly over cellular phones) are NOT guaranteed to be completely private. Although the providers of these services say they have company policies against snooping, it is possible that your messages or voice calls will be available to their employees during routine operations, and in theory could be intercepted in transit by others (although so far only the NSA appears able to break the normal commercial encryption used between computers; listening in to many cell phone calls requires some knowledge and being in the right place at the right time but not advanced technology).

If you are concerned about these possibilities, you can ask me not to use these methods with you. For the most part, the privacy right belongs to you, and it is up to you to balance the convenience against any possible dangers as you perceive them.

But since I consider the dangers small considering the benefits, I plan to continue to use a cell phone, and UNLESS YOU OPT OUT (see below), I'll attempt to email you a reminder approximately 3 workdays before each current or cancelled appointment and reminders of your next appointment when you have a gap. You can also choose to get another reminder about 1 workday in advance. You can select between "Subtle" and "Direct" formats (see below for examples).

Note that this reminder service will be provided as a "best-effort" courtesy -- I'll do my best to email you, but if technical or other factors prevent the mailing or delivery of the message -- or if you don't check your email -- it's still your responsibility to keep your appointment or notify me 48 hours in advance (with exceptions for emergencies as provided for in my "Revised Policy for Regular and Missed Appointments").

This also means that if you don't get an email reminder from me before each appointment (and you haven't opted out), you should check in with me before your appointment day to make sure I do have you on the schedule.

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

email: \_\_\_\_\_

(please, write clearly--especially hyphens, dots and underscores)

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- I understand the "Revised Policy for Regular and Missed Appointments" means that I may be charged for appointments I miss without giving 48 hours advance notice. I still would like to OPT OUT of receiving an email reminder 3 workdays before each appointment.
- I also would like to OPT OUT of receiving reminders of changed appointments and cancellations
- Even though I've opted out of regular reminders, you can still use email to send me messages.

- I've considered the privacy risk, and I'd still like to use email.
- However, do NOT send me a reminder approximately 3 days before each session.
- I would like to OPT OUT of receiving reminders of changed appointments and cancellations
- Please (also) send me an email reminder 1 day before each appointment

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- Please do NOT discuss my situation with me over the telephone.
- I understand that it is technically possible to eavesdrop on a cellular phone call or even on a landline. You may still discuss business questions and my situation with me over the phone.

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- When circumstances prevent face-to-face meetings, I would like the option to participate by Skype or other similar video service even though complete privacy during such sessions cannot be guaranteed.

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For email reminders (if any):

- Use subtle format - e.g.:  
We're still getting together on Tuesday at 12 pm, aren't we?  
Call me if there's a problem (510-527-1217).  
Heather"

- Use direct format - e.g.:  
This is your requested reminder for your next appointment  
on Tuesday, 12/18/07 at 12:00 PM in Berkeley. Please remember to let me know at  
least 48 hours before then if you can't be there.  
Heather Roselaren, LCSW/MPH (510-527-1217)"

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My (handwritten) Initials: \_\_\_\_\_ Date Initialed: \_\_\_\_\_

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