



## Behavioral Health Clinic E-mail Information Form

### Risk of using e-mail

Transmitting client information by e-mail has a number of risks that the client or legal guardian (e-mail recipient) should consider before using e-mail. These include, but are not limited to, the following risks:

- E-mail can be circulated, forwarded, and stored in numerous pages and electronic files.
- E-mail can be immediately broadcast worldwide and be received by many intended and unintended recipients.
- E-mail senders can easily misaddress an e-mail.
- E-mail is easier to falsify than handwritten or signed documents.
- Backup copies of e-mail may exist even after the sender of the recipients has deleted his or her copy.
- Employers and on-line services have a right to archive and inspect e-mails transmitted through their systems.
- E-mail can be intercepted, altered, forwarded, or used without authorization or detection.
- E-mail can be used to introduce viruses into computer systems.
- E-mail can be used as evidence in court.
- E-mail on shared e-mail accounts can be viewed by more than the intended recipient.

### Conditions for the use of e-mail

Boys Town Behavioral Health will use reasonable means to protect the security and confidentiality of e-mail information sent and received. However, because of the risks outlined above, Boys Town Behavioral Health cannot guarantee the security and confidentiality of e-mail communication, and will not be liable for improper disclosure of confidential information that is not caused by Boys Town Behavioral Health's intentional misconduct. Thus, e-mail recipients must consent to the use of e-mail for treatment information. Consent to the use of e-mail includes agreement with the following conditions:

- All e-mails to or from the e-mail recipients concerning diagnosis or treatment will be printed out and made part of the client's records, and other individuals authorized to access the client records, such as staff and billing personnel, will have access to those e-mails.
- Boys Town Behavioral Health may forward e-mails internally to its staff and agents as necessary for diagnosis, treatment, reimbursement, and other handling and/or as otherwise permitted by contract or applicable law. Boys Town Behavioral Health will not, however, forward e-mails to independent third parties without the client's/legal guardian's prior written consent, except as authorized or required by law.
- Although Boys Town Behavioral Health will endeavor to read and respond promptly to an e-mail from an e-mail recipient, Boys Town Behavioral Health cannot guarantee that any particular e-mail will be read and responded to within any particular period of time. Thus, an e-mail recipient shall not use e-mail for medical emergencies or other time-sensitive matters.
- If an e-mail recipient's e-mail requires or invites a response from Boys Town Behavioral Health, and the e-mail recipient has not received a response within a reasonable time period, it is the e-mail recipient's responsibility to follow up to determine whether the intended recipient received the e-mail and when the recipient will respond.
- The e-mail recipient is responsible for informing Boys Town Behavioral Health of any types of information he/she does not want to be sent by e-mail.
- The e-mail recipient is responsible for protecting his/her own password or other means of access to e-mail. Boys Town Behavioral Health is not liable for breaches of confidentiality caused by the client, his/her parent(s) or legal guardian(s), or any third party.
- It is the e-mail recipient's responsibility to follow up and/or schedule an appointment if warranted.

### 3. Guidelines for e-mail communication

To communicate by e-mail, the e-mail recipient shall:

- Inform Boys Town Behavioral Health of changes to his/her e-mail address.
- Put the client's name and date of birth in the body of the e-mail, not in the subject line.
- Withdraw consent only by written communication to Boys Town Behavioral Health.



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- Include the category of the communication in the e-mail's subject line, for routing purposes (e.g., billing question).
- Review the e-mail to make sure it is clear and that only relevant information is provided before sending to Boys Town Behavioral Health.
- Limit disclosure of treatment and sensitive information regarding client in the e-mail.
- Take precautions to preserve the confidentiality of e-mails, such as using screen savers and safeguarding his/her computer password.

### Acknowledgment and Agreement

I, whether for myself or on behalf of the below-identified client, acknowledge that I have read and fully understand the risks associated with the e-mail communication between Boys Town and me. I consent to the conditions outlined above. In addition, I agree to these guidelines, as well as any other conditions or guidelines that Boys Town Behavioral Health may impose to communicate with e-mail recipients by e-mail. Any questions I had were answered.

\_\_\_\_\_  
Print Client Name  
(If a minor, person authorized to sign for Client)

\_\_\_\_\_  
Signature of Client  
(if a minor, person authorized to sign for Client)

\_\_\_\_\_  
Relationship to Client

\_\_\_\_\_  
Date

Providing a valid email address below authorizes e-mail communication between the Client or Legal Guardian listed above and the client's therapist.

All other authorizations regarding e-mail communication with interested third parties require completion of Behavioral Health Clinic Authorization to Release Confidential Information.

Email Address: \_\_\_\_\_