

EMAIL GUIDELINES

Coastal Neuropsychology Services, P.A. (CNS) values and respects the privacy and security of our clients, and we work hard to protect our clients and keep their information safe while it is in our control. We are providing you with these Guidelines so you understand the risks and benefits of email communication. **Please review and initial each section below and sign your name at the bottom of the page, confirming you agree to the CNS Email Guidelines:**

_____ Email is not a substitute for personal treatment or other medical/mental health care. CNS cannot guarantee that emails will be read and responded to within any particular period of time. It is your responsibility to follow-up with the recipient and/or schedule an appointment, if needed. **You should never use email for medical emergencies or other time-sensitive matters. Contact your provider in person or by phone, or call 911 in an emergency.**

_____ There are risks with communicating over the Internet or using email. There is no guarantee of confidentiality when communicating by email. You are responsible for taking those risks, a few of which are listed below:

- Emails can be intercepted, changed, forged, forwarded, stored, or used without your permission or knowledge.
- Email can be immediately broadcast worldwide and/or posted on the internet or other public networks.
- Emails can be accidentally misdirected and senders can easily send an e-mail to the wrong address.
- Employers and online services may have a right to store and read emails sent through their systems.
- Email can be used to send viruses, malware, or other harmful codes into computer systems.
- Unencrypted emails are not as secure as encrypted emails. Please be advised that email from CNS will be sent to you encrypted in a secure email. If you request otherwise, then you are agreeing that you understand and accept the risks of doing so.

_____ When emailing with CNS, you agree to do the following:

- Provide us with an accurate email address and notify us in writing if it changes.
- Put your name in the body of the email so we know who is sending it.
- Put information in the email's subject line for routing purposes (such as 'billing question' or 'medical record').
- Send us a reply message or delivery receipt when we email you so we know you have received it.

_____ There may be limits on what we provide you in email. For example, CNS may not be able to honor requests to email sensitive medical, developmental, and/or mental health information.

_____ We may also place your email communications in your medical record. We may also forward them to other providers for your care or to our staff and agents as necessary for treatment, payment, or operational purposes.

_____ In asking us to email you, you understand and agree that CNS is not responsible for the security and confidentiality of email communications once it leaves our control, including what you do with the information, what happens to the information both in transit and upon arrival, and who else sees the information. You agree to waive and release CNS, our locations, commissioners, officers, employees, agents, and representatives from all claims, liability, damages, costs and fees relating to the emailing of your information, including unauthorized access or other issues related to choices you have made or direction you have given us.

Client Signature

Date

Printed name

JESSE CHASMAN, PH.D. | COASTAL NEUROPSYCHOLOGY SERVICES, P.A.