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Email and text messages have become a common, preferred and requested form of communicating with your provider, including therapists. It is important to be aware, however, that there are uncertainties related to the privacy and confidentiality of electronic communications. I cannot guarantee but will use reasonable means to maintain security and confidentiality of email and text information sent and received. **If you prefer to communicate via email or text messaging for issues regarding scheduling or cancellations, I will do so with your consent.**

Risk of using email/texting

The transmission of information by email and/or texting has a number of risks that clients should consider. These include, but are not limited to, the following risks:

1. Email and texts can be circulated, forwarded, stored electronically and on paper, and broadcast to unintended recipients.
2. Email and text senders can easily misaddress an email or text and send the information to an undesired recipient.
3. Backup copies of emails and texts may exist even after the sender and/or the recipient has deleted his or her copy.
4. Employers and on-line services have the right to inspect emails sent through their company systems.
5. Emails and texts can be intercepted, altered, forwarded or used without authorization or detection.
6. Email and texts can be used as evidence in court.
7. Emails and texts may not be secured and therefore it is possible that the confidentiality of such communications may be breached by a third party.

Conditions for the use of email and texts

1. Emailing and texting is not appropriate for urgent or emergency situations. I cannot guarantee that any particular email and/or text will be read and responded to within any particular period of time.
2. Email and texts should be concise. The client should call and/or schedule an appointment to discuss complex and/or sensitive situations.

3. Provider will not forward client's identifiable emails and/or texts without the client's written consent, except as authorized by law.
4. Clients should not use email or texts for communication of sensitive personal information unless the communication platform is secured and encrypted.
5. Provider is not liable for any breaches of confidentiality caused by the client or any third party.

Please note:

Any personal and clinical matters should be sent through my website elizabethsantanalcsw.com by using the contact form. This is a secure encrypted email platform. Please be aware that communicating with me using esantanalcsw@gmail.com is not encrypted. For secured texting we can use OhMD. I will send you an invite at your request.

Client Acknowledgement and Agreement:

I have read the above document and understand the limits of confidentiality regarding electronic communications.

Client Signature _____ Date _____