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# E-MAIL CONSENT

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\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Client address

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**List clearly ALL family member e-mail address(es) we can communicate with above**

1. **RISK OF USING E-MAIL**. **Options for Elder Care LLC, DBA Holistic Aging** **offers** clients the opportunity to communicate by e-mail. Transmitting client information by e-mail, however, has a number of risks that clients should consider before using email. These include, but are not limited to, the following risks:

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

1. **CONDITIONS FOR THE USE OF E-MAIL**. **Options for Elder Care** will use reasonable means to protect the security and confidentiality of e-mail information sent and received. However, because of the risks outlined above, **Options for Elder Care** 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 **Options for Elder Care** intentional misconduct. Thus, clients must consent to the use of e-mail for client information. Consent to the use of e-mail includes agreement with the following conditions:

* 1. All e-mails to or from the client concerning the Assessment or Plan of Care will be made part of the client’s record. Because they are a part of the record, other individuals authorized to access the record, such as staff and billing personnel, will have access to those e-mails.
	2. **Options for Elder Care** may forward e-mails internally to **Options for Elder Care** staff and agents as necessary for Assessment, Plan of Care, reimbursement, and other handling. **Options for Elder Care** **will** not, however, forward e-mails to independent third parties without the client’s prior written consent, except as authorized or required by law.
	3. Although **Options for Elder Care** will endeavor to read and respond promptly to an e-mail from the client, **Options for Elder Care** cannot guarantee that any particular e-mail will be read and responded to within any particular period of time. Thus, the client shall not use e-mail for emergencies or other time-sensitive matters.
	4. If the client’s e-mail requires or invites a response from **Options for Elder Care** , and the client has not received a response within a reasonable time period, it is client’s responsibility to follow up to determine whether the intended recipient received the e-mail and when the recipient will respond.
	5. The client should not use e-mail for communication regarding sensitive medical information, such as information regarding sexually transmitted disease, AIDS/HIV, mental health, developmental disability, or substance abuse.
	6. The client is responsible for informing **Options for Elder Care** of any types of information the client does not want to be sent by e-mail, in addition to those set out in 2(e) above.
	7. The client is responsible for protecting his/her password or other means of access to e-mail. **Options for Elder Care** is not liable for breaches of confidentiality caused by the client or any third party.
	8. **Options for Elder Care** shall not engage in e-mail communication that is unlawful.
	9. It is the client’s responsibility to follow up and/or schedule an appointment if warranted.

**INSTRUCTIONS**

. To communicate by e

-

mail, the client shall:

a.

Limit or avoid use of his/her

employer’s computer.

b.

Inform

**Options for Elder Care**

of changes in his/her e

-

mail address.

c.

Put the client’s name in the body of the e

-

mail.

d.

Include the category of the communication in the e

-

mail’s subject line, for routing purposes (e.g. billing question)

e.

Review the e

-

mail to make sure it is clear and that all relevant information is provided before sending to

**Options for Elder**

**Care**

Inform

**Options for Elder Care**

that the client received an e

-

mail from

**Options for Elder Care**

.

f.

Take precautions to preserve the

confidentiality of e

-

mails, such as using screen savers and safeguarding his/her computer

password.

g.

Withdraw consent only by e

-

mail or written communication to

**Options for Elder Care.**

4.

**PATIENT ACKNOWLEDGEMENT AND AGREEMENT**

. I acknowledge that I have read

and fully understand this consent

form. I understand the risks associated with the communication of e

-

mail between

**Options for Elder Care**

and me, and consent

to the conditions outlined herein. In addition, I agree to the instructions outlined herein, as

well as any other instructions that

**Options for Elder Care**

may impose to communicate with clients by e

-

mail. Options for Elder Care answered any questions I

may have had.

Client/Family member signature \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Date \_\_\_\_\_\_\_\_\_\_\_\_

Relationship to client

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_