

**Email and Electronic Communications Options, Revised July 15, 2020****Privacy**

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, and if you can't travel to my office we might schedule a session by Doxy.me or other videoconference system.

In keeping with privacy legislation, I must warn you that ordinary email and phone calls 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). Doxy.me is currently thought to be secure, but nothing on the web is guaranteed to be hack-proof.

If you are concerned about these possibilities, you can ask me not to use these methods with you -- or for email, to use a secure email system (I currently support Protonmail -- see Protonmail.org for details). 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 personally plan to continue to use Gmail and an ordinary cell phone.

**Reminders**

UNLESS YOU OPT OUT (see below), I'll attempt to email you a reminder approximately 3 workdays before each current or canceled 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: \_\_\_\_\_ Date of birth: \_\_\_\_\_

email: \_\_\_\_\_ (please, write clearly--especially hyphens, dots and underscores)

Please check applicable choices:

☐ Please do NOT use email to communicate to me for any purpose

--- OR ---

☐ I've considered the privacy risk, and I'd still like to use email:☐ But do NOT send me a reminder. 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 the normal email reminder 3 workdays before each appointment.☐ Please send me an email reminder 1 day before each appointment☐ in addition to the default 3 day reminder☐ instead of the 3 day reminder☐ It is okay to send me reminders of changed appointments and cancellations☐ It is okay to email me for other reasons.Use ☐ ordinary email for all ☐ secure email for sensitive documents ☐ secure email for all messages☐ Please do NOT discuss my situation with me over the telephone.

--- OR ---

☐ I understand that it is technically possible to eavesdrop on a cellular phone call or even on a landline. You may still discuss appointments, business questions and my situation with me over the phone.☐ It is okay to leave me messages about appointments or business questions

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)"

Date printed: \_\_\_\_\_ Date filled out: \_\_\_\_\_ Your (handwritten) initials: \_\_\_\_\_