



4405 East West Highway, Suite 502
Bethesda, MD 20814
(240)479-4894
Date:

Patient Name:

Email Policy Contract

Below are policies outlining when and how email should be utilized to maintain your privacy and to enhance communication as well as a place for you to acknowledge your consent to its use. Your decision to utilize email is strictly voluntary and your consent may be rescinded at any time. Email will be accessed by Meghan Renzi (or a staff member of Therapy and Mindfulness Practices, LLC, while Meghan is away). Typically, you may expect a response within 24 - 72 business hours.

When may I use email to communicate with Meghan Renzi?

Email may be used for:

- Appointment requests
- Other matters not requiring an immediate response

When should I NOT use email to communicate with Meghan Renzi?

Email should never be used:

- In an emergency
- If you are experiencing any desire to harm yourself or others
- If you are experiencing a severe medication reaction
- If you need an immediate response

What are the risks of using email?

Risks of communicating via email include but are not limited to:

- Email may be seen by unintended viewers if addressed incorrectly
- Email may be intercepted by hackers and redistributed
- Someone posing as you could access your information.
- Email can be used to spread computer viruses
- There is a risk that emails may not be received by either party in a timely matter as it may be caught by junk/spam filters
- Emails are discoverable in litigation and may be used as evidence in court.
- Emails can be circulated and stored by unintended recipients
- Statements made via email may be misunderstood thus creating miscommunication and/or negatively affecting treatment.
- There may be an unanticipated time delay between messages being sent and received



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What happens to my messages?

- Emails may be printed out or securely archived and maintained as a permanent part of your medical record
- If you agree to email, Meghan or a staff member of Therapy and Mindfulness Practices, LLC may choose to reply by email to a voicemail.
- Messages may be seen by staff for the purpose of filing, trouble-shooting technical issues with the email, or carrying out requests (e.g., appointment scheduling) when Meghan is away from the office.

What are my obligations?

- I must let Meghan or a staff member of Therapy and Mindfulness Practices, LLC know immediately if my email address changes.
- I will not use email to talk about my child (if child is the patient) and if I do mention my child in an email, I will notify my child and make that email available to them.
- If I do not receive a response from Meghan or a staff member of Therapy and Mindfulness Practices, LLC within 72-business hours, I will contact by telephone if a response is needed.
- I am responsible for the content that I put in the emails.
- I will advise Meghan Renzi in writing should I decide that I would prefer not to continue communicating via email.
- I understand that email may only be used to supplement my appointments with Meghan Renzi and not as a substitute for them.

What steps has Meghan Renzi taken to protect the privacy of my email communications?

Meghan Renzi, LCSW-C, RYT-200:

- Has implemented the ability to send encrypted email messages, though not all emails will be encrypted.
- Set up password protection on her computer.
- Educated staff on the appropriate use and protection of email.
- Does not access patient email from public Wi-Fi hotspots.
- Does not allow others (apart from Therapy and Mindfulness, LLC contractors/staff) access to her personal work computer.
- Will verify email addresses before sending messages.



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What steps can I take to protect my privacy?

- Do not use your work computer to communicate with Meghan Renzi as your employer has a right to inspect emails sent through the company’s system.
- Do not use a shared email account to transmit messages.
- Log out of your email account if you will be away from your computer.
- Carefully check the address before hitting “send” to ensure that you are sending your message to the intended receiver.
- Avoid writing or reading emails on a mobile device in a public place.
- Avoid accessing email on a public Wi-Fi hotspot.
- Make certain that your email is signed with your first and last name and include your telephone number (if you would like to be called).

CONSENT TO EMAIL USE

By signing below, I consent to the use of email communication between myself and Meghan Renzi, LCSW-C, RYT-200. I recognize that there are risks to its use, and despite Meghan’s best efforts, she cannot absolutely guarantee confidentiality. I understand and accept those risks and the policies for email use outlined in the form. I further agree to follow these policies and agree that should I fail do so, Meghan may cease to allow me to use email to communicate with her. I also understand that I may withdraw my consent to communicate via email at any time by notifying Meghan Renzi, LCSW-C, RYT-200 in writing.

Name of Patient/Guardian

Date

Signature of Patient/Guardian

Email Address(es)

Witness Name

Date

Signature of Witness