



## Patient / Client Privacy Directive

*In our efforts to comply with the Health Insurance Portability and Accountability Act (HIPAA), we need to be certain that we guard your privacy according to your wishes when it comes to your family, friends, and co-workers.*

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### **Email and Text Message (SMS messages) Notification and Consent for Use**

Lifeway Counseling Center PLLC offers the option of utilizing email and/or text messaging (SMS messages) for appointment reminders or utilizing phone call reminders for appointment reminders. As with any electronic medium there are inherent risks to your privacy such as your phone being lost or stolen, someone intercepting an email or text, or a repair technician seeing saved texts/emails which could constitute a breach of confidentiality.

In order to comply with HIPAA/HiTECH regulations, Lifeway Counseling Center may only communicate via email and/or text messaging (SMS messages) with your written consent and only for appointment reminders and/or treatment information. **We cannot conduct therapy via either of these mediums.** By initialing below, you acknowledge and agree:

- \_\_\_\_\_ To receive email / text messages regarding appointment reminders.
- \_\_\_\_\_ That you understand that standard text messaging rates may apply to any messages received from Lifeway Counseling Center, PLLC.
- \_\_\_\_\_ That you understand that you may revoke this permission in writing at any time.
- \_\_\_\_\_ Not to hold Lifeway Counseling Center, PLLC liable for any electronic messaging charges or fees generated by this service.
- \_\_\_\_\_ That in the event my cell phone number and or cell provider changes you will inform Lifeway Counseling Center, PLLC.
- \_\_\_\_\_ You can cancel the SMS service at any time. Just text "STOP" to 36070. After you send the SMS message "STOP" to us, we will send you an SMS message to confirm that you have been unsubscribed. After this, you will no longer receive SMS messages from us. If you want to join again, just sign up as you did the first time and we will start sending SMS messages to you again.
- \_\_\_\_\_ If at any time you forget what keywords are supported, just text "HELP" to 36070. After you send the SMS message "HELP" to us, we will respond with instructions on how to use our service as well as how to unsubscribe.

\_\_\_\_\_ That this agreement to receive an email message and/or a text message is not a condition of purchasing a good or service.

\_\_\_\_\_ That confidentiality can only be guaranteed on the “sending end” of any communication from Lifeway Counseling Center, PLLC and not on the “receiving end” of any communication with you, the client, due to the risks mentioned above.



I decline and **DO NOT** want to receive email / text messages at this time. I only wish to receive appointment reminders / treatment information via phone call.



I accept and **DO** want to receive email / text messages for appointment reminders / treatment information. Reminders / treatment information via phone call is also acceptable.

- Please provide us with the phone number(s) that we may leave messages regarding appointments:

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

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

- Please provide us with the name(s) and phone number(s) of whom we may talk to regarding appointments:

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

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

Please provide an **email address** with which we may communicate treatment information to you:

\_\_\_\_\_

Please provide a **cell phone number** with which we may **text** treatment information, including appointment reminders, to you:

\_\_\_\_\_

**Remember, you must inform us in writing of any changes in your directives.**

I acknowledge that everything above is accurate and I give written authorization to have Lifeway Counseling Center, PLLC send texts, emails or use phone calls regarding the directives above.

\_\_\_\_\_  
*Signature*

\_\_\_\_\_  
*Printed Name*

\_\_\_\_\_  
*Date*