

Lisa Harrell Counseling Services

We live in an age where we now need to attend to the security of our personal information. I offer the following questionnaire to help you think through your own needs and desires for privacy. Please reflect on these questions before completing the attached “Consent for Transmission of Protected Health Information by Non-secure Means” form. This form is necessary to meet HIPAA compliance and to document that we have discussed your rights.

Please note that you are free to include anything you choose in your written communication to me. However, in order to protect your information from an unlikely outside breach, I have determined that I will not respond therapeutically in either email or text to any questions or concerns clients may share. I am able to communicate with you through these means about scheduling and financial arrangements if you give me permission on the attached consent form.

Finally, you may determine the length of time you would like this consent to be valid and can cancel it at any time with written notice. Many clients choose to indicate that the consent is valid until our therapeutic work is concluded. Please contact me with any questions or concerns you may have regarding this form.

Email and Texting Risk Questionnaire

Regarding Email

1. Technical experts often describe email as being like a postcard, in that it can be viewed by all hands it passes through. Are you familiar with the risks of emails being viewed by various engineers, administrators, and bad actors as it passes through the Internet?
2. Think about where you read and write emails, and what devices you do that on. Think about who can see you reading and writing emails in these places, and who can access the devices you use to read and write emails. Would there be any negative consequences to any of those people reading or glancing at emails exchanged with your therapist? Are there certain kinds of email contents that you would feel safe letting these people see and other kinds of contents you would not feel safe letting them see? Let your therapist know the answers to these questions if you wish to use email with her.
3. Think about which email address(es) you might use with your therapist. Who has access to each address? If you use a work email address, know that your employer may legally view all the emails your send receive with that address. Be aware that engineers and administrators at your email service provider may be able to view your emails.
4. How quickly do you normally receive replies from others via email? Do you expect replies more quickly than your therapist’s stated response time? Can you see any negative consequences occurring if your therapist does not or cannot reply to an email as quickly as others in your life typically do?

Your therapist’s email service is through this company: *Gmail*

Regarding Texting

1. Text messages are often sent using the Internet, even though they are usually a part of one’s phone service. Are you familiar with the risks of texts being viewed by various engineers, administrators, and bad actors as it passes through the Internet?

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2. Are you aware that text messages wait on phone company computers until they are retrieved, and may remain there indefinitely? Can you imagine any negative consequences if engineers, administrators, or law enforcement personnel viewed these stored texts from or to your therapist?
3. Think about where you read and write text messages, and what devices you do that on. Think about who can see you reading and writing texts in these places, and who can access the devices you use to read and write texts. Would there be any negative consequences to any of those people reading or glancing at texts exchanged with your therapist? Are there certain kinds of text contents that you would feel safe letting these people see and other kinds of contents you would not feel safe letting them see? Let your therapist know the answers to these questions if you wish to use texting with her.
4. How quickly do you normally receive replies from others via text? Do you expect replies more quickly than your therapist's stated response time? Can you see any negative consequences occurring if your therapist does not or cannot reply to a text as quickly as others in your life typically do?

Your therapist uses the following device(s) and phone service(s) to send and receive text messages:
Samsung Galaxy cell phone with Verizon Wireless service

If you choose to use these forms of communication with your therapist and have a need for additional safety, please talk with your therapist about developing a code communication plan.