Consent for Electronic Communication

Hope & Healing with Cara
Cara de Boer, LPCC, LMHC

Consent for Electronic Communication

This form explains the risks, benefits, and limitations of communicating electronically with your therapist. Please read this document carefully and sign below to indicate your understanding and agreement.

Purpose of Electronic Communication

Electronic communication may be used for administrative or limited therapeutic purposes, including but not limited to:

- Scheduling or rescheduling appointments
- Sending intake paperwork or documents
- Billing or payment-related communication
- Sharing resources or worksheets
- Brief check-ins when clinically appropriate
- Communication through client portals, email, text message, or telehealth platforms

Electronic communication is not intended for emergency or crisis situations.

Risks of Electronic Communication

While reasonable efforts are made to protect your privacy and confidentiality, electronic communication carries certain risks, including:

- Messages may be delayed, intercepted, accessed by unauthorized persons, or accidentally sent to the wrong recipient
- Email and text messaging may not be fully secure or encrypted
- Electronic devices may be lost, stolen, or accessed by others
- Technical difficulties may interrupt communication or telehealth services

By signing this form, you acknowledge and accept these potential risks.

Appropriate Use of Electronic Communication

Electronic communication should be limited to non-urgent matters. Examples of appropriate uses include:

- Appointment scheduling or cancellations
- Questions about paperwork or billing
- Sharing non-urgent updates or resources
- Brief administrative communication

Please do not use electronic communication for:

- Emergencies or urgent mental health concerns
- Suicidal thoughts or safety concerns
- Time-sensitive clinical issues
- Complex therapeutic discussions that are better addressed during a session

If you are experiencing an emergency or crisis, call 911, go to the nearest emergency room, or contact 988 (Suicide & Crisis Lifeline).

Response Times

Electronic messages are typically reviewed during normal business hours only. While every effort will be made to respond in a timely manner, responses may take up to **1–2 business days** and are not guaranteed outside of regular working hours, weekends, or holidays.

Email and Text Message Communication

If you choose to communicate via email or text message, you understand and agree that:

- These forms of communication may not be fully secure
- Confidentiality cannot be guaranteed
- Messages may become part of your clinical record when clinically relevant
- Standard messaging and data rates from your mobile carrier may apply

You are responsible for protecting access to your own devices, passwords, and accounts.

Telehealth Platforms and Client Portals

Secure platforms and portals may be used when available to help protect your privacy. You agree to participate in electronic communication using the technology platforms selected by Hope & Healing with Cara.

Withdrawal of Consent

You may withdraw your consent for electronic communication at any time by notifying your therapist in writing. Withdrawal of consent will not affect your right to receive treatment; however, it may limit certain communication methods.

Client Acknowledgment and Consent

By signing below, I acknowledge that:

- I have read and understand this Consent for Electronic Communication
- I understand the potential risks and limitations of electronic communication
- I understand that electronic communication is not appropriate for emergencies or urgent concerns
- I consent to communicate electronically with Hope & Healing with Cara and Cara de Boer, LPCC, LMHC

Client Name: _____

Client Signature: _____

Date: _____