

EMAIL and TEXT MESSAGE CONSENT AND GUIDELINES TO USE

As a supplement to your in-office appointments, I am inviting you to use email and text messaging to communicate with my practice. Set forth below are policies outlining when and how either should be utilized to maintain your privacy and to enhance communication as well as a place for you to acknowledge your consent to their use. Your decision to utilize either is strictly voluntary and your consent may be rescinded at any time. Email and text messaging will be accessed by Dr. Repass or a staff member daily. Text messaging can be to either phone number or initiated through the website at

www.revolutioninaddiction.com via the following button located in the website's lower right-hand corner →



Should you email or text message, you may expect any required response within 48 hours.

Scheduling: 425-652-4812

e-mail: revolutionpsych@icloud.com

Office: 206-695-2707

When may I use email or text messaging to communicate with Dr. Repass?

Both may be used to:

- Prescription refill requests
- Appointment requests
- Other matters not requiring an immediate response

When should I NOT use email or text messaging to communicate with Dr. Repass?

Neither should ever 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 advantages to using email or text messaging?

- Unlike trading voicemail messages, both methods allow you to see exactly the question the doctor is responding to and to have a written record of that exchange for future reference.
- Email specifically allows for the rapid transmission of forms or other paperwork such as information regarding your medications/condition

What are the risks of using email?

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

- Either may be seen by unintended viewers if addressed incorrectly
- Email may be intercepted by hackers and redistributed; it can be used to spread computer viruses.
- Someone posing as you could access your information.
- There is a risk that digital written communication 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.
- Either can be circulated and stored by unintended recipients
- Statements made via email or text message may be misunderstood thus creating miscommunication and/or negatively affecting treatment
- There may be an unanticipated time delay between messages being sent and received

What happens to my messages?

- Emails and/or text messages *may* be printed out and maintained as a permanent part of your medical record
- Should that occur, as part of your permanent record, they may be released along with the rest of the record upon your authorization or when the doctor is otherwise legally required to do so.
- Messages may be seen by staff for the purpose of filing or carrying out requests (e.g., appointment scheduling) or when Dr. Repass is away from the office.

What are my obligations?

- I must let Dr. Repass know immediately if my email or phone number changes.
- If I do not receive a response from Dr. Repass in the time frame indicated above, I will contact him by telephone if a response is needed.
- I will use email and/or text message communication only for the purposes stated above.
- I will advise Dr. Repass in writing should I decide that I would prefer not to continue communicating via these methods.
- I understand that both email and text messages may only be used to supplement my appointments with Dr. Repass and not as a substitute for them.
- To avoid possible confusion, I will not use internet slang or shorthand when communicating via email or text message.

What steps has Dr. Repass taken to protect the privacy of my email communications?

Dr. Repass

- Set up a password protected screen-saver on his computer
- Educated staff on the appropriate use and protection of email
- Does not access patient email from public Wi-Fi hotspots
- Does not allow family members access to his personal work computer
- Will not transmit highly sensitive information via email
- Will not forward patient email to third-parties without your express consent
- Will verify email addresses before sending messages.

What steps can I take to protect my privacy?

- Do not use your work computer to communicate with Dr. Repass 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 and date of birth to avoid possible mix up with patients with same or similar names.

CONSENT TO EMAIL/TEXT MESSAGE USE

By signing below, I consent to the use of email and text message communication between myself, _____ (name of patient), and Dr. Richard Repass. I recognize that there are risks to its use, and despite the doctor's best efforts, he cannot absolutely guarantee confidentiality. I understand and accept those risks and the policies for use outlined in the form. I further agree to follow these policies and agree that should I fail do so, Dr. Repass may cease to allow me to use email and/or text messaging to communicate with him. I also understand that I may withdraw my consent to communicate via email and/or text message at any time by notifying Dr. Repass in writing.

Printed Name of Patient/Guardian

Date

Signature of Patient/Guardian

Email Address