



## Email and Texting Risk Questionnaire

### Regarding Email

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?

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 me, 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 me know the answers to these questions if you wish to use email with me.

Think about which email address(es) you might use with me. Who has access to each address? If you use a work email address, know that your employer may legally view all the emails you send receive with that address. Be aware that engineers and administrators at your email service provider may be able to view your emails.

How quickly do you normally receive replies from others via email? Do you expect replies more quickly than my stated response time of 48 hours? Can you see any negative consequences occurring if I do not or cannot reply to an email as quickly as others in your life typically do?

My email service is through a reputable company called, [Hushmail](#). Hushmail is a HIPAA compliant, secure and encrypted email service platform.

Using Hushmail, I can send you an email that you will read on a secure site. Whether or not you set up a free account with Hushmail.

My email address is: [TrivaPonderMFT102289@InnerFreedomConsulting.com](mailto:TrivaPonderMFT102289@InnerFreedomConsulting.com)

You can send me emails, but unless you register for a free Hushmail account, your emails will not be sent in a secure, encrypted format.

### Regarding Texting

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?

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?

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 me? 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 me know the answers to these questions if you wish to use texting with me.

How quickly do you normally receive replies from others via text? Do you expect replies more quickly than my stated response time of 48 hours? Can you see any negative consequences occurring if I do not or cannot reply to a text as quickly as others in your life typically do?

I use the following device(s) and phone service(s) to send and receive text messages:

### Cell Phone Service

Using an iPhone that is password protected using Touch ID. My cell phone carrier is AT&T. I have a separate, dedicated iPhone for clients. The number is **310 993 Talk**. Clients can leave a confidential voicemail if unable to reach me.

### Texting Services

I can send and receive texts on my cell phone. However, they are not secure. In fact, if we both use iPhones, then text messages may not be typical SMS text messages. Instead, messages may be iMessage chat messages. On iPhones, iMessage chats are colored blue, while classic SMS text messages are colored green.

In order to create a secure, HIPAA compliant, text messaging environment, I have contracted with a company that provides a HIPAA compliant texting platform for medical providers.

The name of this company is called **OhMD**. This company has created a smart phone app that I have downloaded onto my password protected iPhone. With clients who would like to use secure texting, I send an invitation to set up an account, free of charge. Clients download the phone app. From there, it's pretty easy to send and receive texts.

This information is provided to support you in making your decision about how you would like to communicate with me. Please let me know if you have any questions or would like to discuss your answers to this questionnaire.

If you would like to use non secure communication modalities for communication, then let me know so you can complete the "Non-Secure PHI Client Authorization Form" (PHI = Protected Health Information) before we start texting.

Feel free to fill it out at your next session, or download it from the website under "Forms" and bring it in to your next session. Additionally, by signing below, I acknowledge I have received a copy of this document.

\_\_\_\_\_  
Client Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date