

# Client Email Agreement

The purpose of this agreement is to outline the terms for e-mail communication. **E-mail will be used for general communication with Northwest Family Therapy. This includes appointment verification, directions or group times and dates.** Northwest Family Therapy will establish the grounds of e-mail use with you. Please read the following carefully before signing this document. It is important that you understand and follow these conditions.

*Initials*

- \_\_\_\_\_ 1. The following use of e-mail is prohibited:
  - a. Sending e-mails that are insensitive to others based on race, national origin, sex, sexual orientation, age, disability, religion or political beliefs and /or including pornography.
  - b. Sending or forwarding e-mail chains, spam messages, advertisements, etc.
  - c. E-mails to benefit political causes.
  - d. Illegal communication or activities as prohibited by state and federal law.
  - e. Letters requesting donations or payments from the agency or staff.
  - f. Sending or receiving copyrighted materials, trade secrets, confidential or proprietary information, or similar materials without prior authorization as set by copy write laws, rules and regulations.
  - g. Disclosing Northwest Family Therapy's e-mail addresses to third parties or list serves.
  
- \_\_\_\_\_ 2. I understand the following conditions:
  - a. Sending my individually identifiable information including my name, address, phone number, social security number, client id number, etc., is unsafe and puts my personal information at risk. Additionally, Northwest Family Therapy will not send me any e-mail that includes this type of information.
  - b. Therapeutic issues will not be addressed through e-mail.
  - c. Requests for treatment plans, crisis plans, diagnosis, medication suggestions, referrals, medical records information will not be responded to via e-mail.
  - d. Northwest Family Therapy will make every attempt to respond to e-mail in a timely manner, although she cannot guarantee that it will be read promptly. Please keep this in mind when sending e-mail to cancel appointments.
  - e. E-mail is not a reliable form of communication and delivery of messages may be delayed or not received due to server failures, outages, maintenance, etc. Additionally, e-mail sent will go through several spam and virus filters, which may cause further delays in delivery.
  - f. As noted in sections d and e, messages I send in emergency or after hour's situations may not be responded to punctually. **Please call the Crisis Line (206) 461-3222 or 911 instead.**
  - g. Northwest Family Therapy makes every effort to ensure that e-mail transmissions are virus free. We will not be responsible for any virus, worms, or other malicious software received by a client from our communications.
  
- \_\_\_\_\_ 3. I understand that any e-mail I send to Northwest Family Therapy, including e-mail that contains my personal information, could be intercepted and read by others.
  
- \_\_\_\_\_ 4. I understand that if I breach or abuse any of the conditions listed above, my ability to have e-mail communication with Northwest Family Therapy may be terminated.
  
- \_\_\_\_\_ 5. I understand that Northwest Family Therapy has the right to disclose any e-mail communication to law enforcement officials. Information may also be disclosed to third parties in the event of system maintenance and/or troubleshooting. We will make every effort to protect your information in this circumstance.

**I have read and understand Northwest Family Therapy Client E-mail agreement and placed my initials next to each of the terms and conditions. I agree to abide by Northwest Family Client E-Mail Agreement:**

Client Name (Please Print)	
Client/Parent/Guardian Signature	Date
Clinician Signature	Date