



CONSENT FOR EMAIL COMMUNICATION

If you wish to communicate by email with Lisa Thomas RD CDN as part of nutrition counseling services please read this page, print it, fill in the part at the bottom and mail it or bring it to the office. Once received, you may begin communicating to the office by email, under appropriate circumstances.

Lisa Thomas RD CDN will communicate information by email with regards to the following topics - appointment scheduling/cancellation, sending/receiving meal plans or educational materials, referral information, receipts for services rendered, client intake paperwork, and generic health questions or concerns as it pertains to a previous nutrition counseling appointment.

Lisa Thomas RD CDN may also communicate by email with other professionals on the treatment team when necessary. This email communication will not have personal identifying information and will be as a follow up to phone communication. This will occur only if the client has completed a signed release.

Risks of using email

Lisa Thomas RD CDN offers clients the opportunity to communicate by email. Transmitting personal health information via electronic mail poses several risks of which the patient should be aware. The patient should not agree to communicate by email without understanding and accepting these risks. The risks include, but are not limited to, the following:

The privacy and security of email communication cannot be guaranteed.

Employers and online services have a legal right to inspect and keep emails that pass through their system.

It is impossible to verify the identity of the sender, or to ensure that only the recipient can read the email.

Emails can introduce potentially damaging viruses into a computer system.

It is possible for email to be forwarded, intercepted, circulated, stored and altered without the knowledge or permission of either the sender and/or the recipient. Email senders can easily misaddress an email, resulting in the sending of information to unintended and unknown recipients.

Email is indelible. Even after the sender and recipient have deleted their copies of the email, back-up copies may exist on a computer or in cyberspace.

Use of email to discuss sensitive information can increase the risk of such information being disclosed to third parties.

Email can be used as evidence in court.

Conditions of using email

Reasonable means will be used to protect the security and confidentiality of email information sent and received. However, because of the risks outlined above, guarantee of the security and confidentiality of email communication cannot be made, and Lisa Thomas RD CDN will not be liable for improper disclosure of confidential information that is not the direct result of intentional misconduct by Lisa Thomas RD CDN. Thus, the client must consent to the use of email for patient information. Consent to the use of email includes agreement with the following conditions:

Emails to or from the client concerning diagnosis or treatment may be printed in full and made part of the client's medical record.

Emails may be forwarded to medical and psychological professionals working as part of the treatment team as long as there is a client's prior written consent except as authorized or required by law.

Although the intention is to promptly respond to all emails, there is not a guarantee that any particular email will be read and responded to within any particular period of time. Thus, the client should not use email for medical or psychological emergencies or other time-sensitive matters.

Email communication is not an appropriate substitute for one to one appointments. The client is responsible for following up on recommendations and for scheduling appointments where warranted.

If the client's email requires or invites a response from Lisa Thomas RD CDN and the client has not received a response within a reasonable time period it is the client's responsibility to follow up to determine whether the intended recipient received the email and when the recipient will respond.

The client should not use email for communication regarding sensitive medical information, such as sexually transmitted disease, AIDS/HIV, mental health, developmental disability, or substance abuse. Similarly, Lisa Thomas RD CDN will not discuss such matters over email.

Lisa Thomas RD CDN is not responsible for information loss due to technical failures.

The client is responsible for informing Lisa Thomas RD CDN of any types of information the client does not want to be sent by email, in addition to those set out in the bullet above. Such information that the client does not want communicated over email includes:

The client can add to or modify this list at any time by notifying Lisa Thomas RD CDN in writing.

Instructions for communication by email

To communicate by email, the client shall:

Limit or avoid using an employer’s computer.

Inform Lisa Thomas RD CDN of any changes in client email address.

Inform Lisa Thomas RD CDN that the client received the email.

Take precautions to preserve the confidentiality of emails, such as using screen savers and safeguarding computer passwords.

Keep content of email as generic as possible. Lisa Thomas RD CDN may decide to respond to an email by telephone to protect a client’s personal information.

Withdraw consent by email or written communication to Lisa Thomas RD CDN

Should the client require immediate assistance, or if the client’s condition appears serious or rapidly worsens, the client should not rely on email. Rather, the client should call a medical professional, mental health provider or travel to the nearest emergency department (client will decide on best choice depending on the nature of the emergency).

Client acknowledgement and agreement

I acknowledge that I have read and fully understand this consent form. I understand the risks associated with the communication of email between Lisa Thomas RD CDN and me, and consent to the conditions outline herein, as well as any other instructions that Lisa Thomas RD CDN may impose to communicate with clients by email. I acknowledge the right of Lisa Thomas RD CDN to, upon the provision of written notice, withdraw the option of communicating through email. Lisa Thomas RD CDN answered any questions I may have had.

Client name (+Parent/Guardian if client is under 18): _____

Client address: _____

Client email: _____

Client Signature (Parent/Guardian if client is under 18): _____

Date: _____