

## ELIZABETH OLIVER

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## Consent for Email Communication

This practice offers clients/guardians the opportunity to communicate by email for some limited purposes. This form provides information about the risks of email, how we will protect your information and your responsibilities regarding email communication. This practice will also use this form to document your consent to communicate with you by email.

Email is not appropriate for urgent or emergency situations, nor is it a substitute for face-to-face or telephone/telehealth consultations.

Any email communication between you and the practice will be added your client file. As emails are a part of a client file, other individuals authorised to access the file will have access to those emails.

### Risks

Communication by email has several risks, including, but not limited to, the following:

- This practice cannot guarantee that an email will be read or responded to. For example, security software can filter emails before it reaches us and the intended recipient may go on personal leave unexpectedly.
- Email can be circulated, forwarded, and stored in paper and electronic files.
- Backup copies of the email may exist even after the sender or recipient has deleted their copy.
- Email senders can easily misaddress an email, or unintended recipients can receive an email.
- Email can be intercepted, altered, forwarded, or used without authorisation or detection.
- Employers and online services have a right to archive and inspect emails transmitted through their systems.
- Administration staff may also receive your emails before forwarding them to your health care provider.

### How we will protect your information

- The practice will use reasonable means to protect the security and confidentiality of email information sent and received. However, because of the risks outlined above, we cannot guarantee the security and privacy of email communication, and we will not be liable for the inadvertent disclosure of confidential information.
- We will encrypt any documents we need to send you and forward the password to access this file by another communication method (phone or text message).
- We will verify your email prior to sending any confidential information.
- When emailing you, we will:

- Put any identifying information in the body of the email, not in the subject line.
- Include the general topic of the message in the email's subject line, for example, 'advice' or 'appointment'.

#### Client responsibilities around the use of email

- I will inform the health care professional of email address changes.
- When emailing a health care professional, I will:
  - not put identifying information in the email's subject line but will put this in the body of the email.
  - Include the general topic of the message in the email's subject line, for example, 'advice' or 'appointment'.
- I will contact the health care professional's office via alternative communication methods, such as a phone call, if a reply is not received within a reasonable period of time.
- I will not use email for communicating urgent or emergency information.
- I will not use email for communication regarding sensitive medical information.
- I am responsible for informing the health care professional of any information that I do not want to be sent by email.
- I am responsible for protecting my password or other means of access to email. The health care professional is not liable for breaches of confidentiality caused by me or any third party.

#### Client/Guardian Agreement and Acknowledgement

Client's name:

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Email address:

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Contact phone number:

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I have read and understand this consent form. I understand the risks associated with the communication of email between my healthcare provider and me. I consent to the conditions for the use of email outlined above.

Signature:

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Date Signed:

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**Note – you may withdraw your agreement at any time without any effect on service provision.**