



CONSENT TO USE ELECTRONIC COMMUNICATIONS

This template is intended as a *basis for an informed discussion*. If used, coach and client should adapt it to meet the particular circumstances in which electronic communications are expected to be used with a client. *Consideration of jurisdictional legislation and regulation is strongly encouraged.*

COACH INFORMATION:

Name: Tabitha Stout

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Phone: 404.632.6072

Website: www.infiniteintegrations.life

The Coach, via Infinite Integrations LLC, has offered to communicate using the following means of electronic communication ("the Services"):

- In-Person
- Email
- Social Media
 - FB Messenger
- Video Conferencing
 - Zoom
 - Skype
 - FB Messenger Video Conferencing
- Text Messaging

By signing the below, I acknowledge all conversations/exchanges will not be recorded to protect both the client and coach's privacy.

Additionally, the client acknowledges that under no circumstance will the conversations/exchanges that occur between the client and coach, be recorded, screenshot and/or shared, as this is a direct violation of the terms of the client/coach communications agreement. Any unauthorized content that is recorded, screenshot, and/or shared will result in a fine up to \$1500 and/or potential prosecution.

Client Signature:

Coach Signature:



CLIENT ACKNOWLEDGMENT AND AGREEMENT:

I acknowledge that I have read and fully understand the risks, limitations, conditions of use, and instructions for use of the selected electronic communication Services more fully described in the Appendix to this consent form.

I understand and accept the risks outlined in the Appendix to this consent form, associated with the use of the Services in communications with the Coach and the Coach's staff.

I consent to the conditions and will follow the instructions outlined in the Appendix, as well as any other conditions that the Coach may impose on communications with clients using the Services.

I acknowledge and understand that despite recommendations that encryption software be used as a security mechanism for electronic communications, it is possible that communications with the Coach or the Coach's staff using the Services may not be encrypted. Despite this, I agree to communicate with the Coach or the Coach's staff using these Services with a full understanding of the risk.

I acknowledge that at any time I, or the Coach, may withdraw the option of communicating electronically upon providing a written 15-day notice.

**Notice: terms subject to change if any indication and/or concern has been presented that may compromise the privacy and security of either, or both, the Coach and/or Client.*

Client Name:

Client Address:

Client Home Phone:

Client Mobile Phone:

Client Email (if applicable):

Other Social Account Information Required to Communicate via "The Services" (if applicable):

Client Emergency Contact Name:

Client Emergency Contact Phone:

Client Signature:

Date:

Coach Signature:

Date:



Risks of using electronic communication

The Coach will use reasonable means to protect the security and confidentiality of information sent and received using the Services ("Services" is defined in the attached Consent to use electronic communications). However, because of the risks outlined below, the Coach cannot guarantee the security and confidentiality of electronic communications:

- Use of electronic communications to discuss sensitive information can increase the risk of such information being disclosed to third parties.
- Despite reasonable efforts to protect the privacy and security of electronic communication, it is not possible to completely secure the information.
- Employers and online services may have a legal right to inspect and keep electronic communications that pass through their system.
- Electronic communications can introduce malware into a computer system, and potentially damage or disrupt the computer, networks, and security settings.
- Electronic communications can be forwarded, intercepted, circulated, stored, or even changed without the knowledge or permission of the Coach or the client.
- Even after the sender and recipient have deleted copies of electronic communications, back-up copies may exist on a computer system.
- Electronic communications may be disclosed in accordance with a duty to report or a court order.
- Videoconferencing using services such as Skype or FaceTime may be more open to interception than other forms of videoconferencing.

If the email or text is used as an e-communication tool, the following are additional risks:

- Email, text messages, and instant messages can more easily be misdirected, resulting in increased risk of being received by unintended and unknown recipients.
- Email, text messages, and instant messages can be easier to falsify than handwritten or signed hard copies. It is not feasible to verify the true identity of the sender, or to ensure that only the recipient can read the message once it has been sent.

Conditions of using the Services

- While the Coach will attempt to review and respond in a timely fashion to your electronic communication, **the Coach cannot guarantee that all electronic communications will be reviewed and responded to within any specific period of time. The Services will not be used for medical emergencies or other time-sensitive matters.**

- If your electronic communication requires or invites a response from the Coach and you have not received a response within a reasonable time period, it is your responsibility to follow up to determine whether the intended recipient received the electronic communication and when the recipient will respond.
- Electronic communication is not an appropriate substitute for in-person or over-the-telephone communication or clinical examinations, where appropriate, or for attending the Emergency Department when needed. You are responsible for following up on the Coach's electronic communication and for scheduling appointments where warranted.
- Electronic communications concerning diagnosis or treatment may be printed or transcribed in full and made part of your medical record. Other individuals authorized to access the medical record, such as staff and billing personnel, may have access to those communications.
- The Coach may forward electronic communications to staff and those involved in the delivery and administration of your care. The Coach might use one or more of the Services to communicate with those involved in your care. The Coach will not forward electronic communications to third parties, including family members, without your prior written consent, except as authorized or required by law.
- You and the Coach will not use the Services to communicate sensitive medical information about matters specified below [check all that apply]:
 - Sexually transmitted disease
 - AIDS/HIV
 - Mental health
 - Developmental disability
 - Substance abuse
 - Other (specify):
- You agree to inform the Coach of any types of information you do not want sent via the Services, in addition to those set out above. You can add to or modify the above list at any time by notifying the Coach in writing.
- Some Services might not be used for therapeutic purposes or to communicate clinical information. Where applicable, the use of these Services will be limited to education, information, and administrative purposes.
- The Coach is not responsible for information loss due to technical failures associated with your software or internet service provider.

Client Initials _____



APPENDIX CONTINUED

Instructions for communication using the Services

To communicate using the Services, you must:

- Reasonably limit or avoid using an employer's or other third party's computer.
- Inform the Coach of any changes in the client's email address, mobile phone number, or other account information necessary to communicate via the Services.

If the Services include email, instant messaging and/or text messaging, the following applies:

- Include in the message's subject line an appropriate description of the nature of the communication (e.g. "prescription renewal"), and your full name in the body of the message.
- Review all electronic communications to ensure they are clear and that all relevant information is provided before sending to the Coach.

- Ensure the Coach is aware when you receive an electronic communication from the Coach, such as by a reply message or allowing "read receipts" to be sent.
- Take precautions to preserve the confidentiality of electronic communications, such as using screen savers and safeguarding computer passwords.
- Withdraw consent only by email or written communication to the Coach.
- **If you require immediate assistance, or if your condition appears serious or rapidly worsens, you should not rely on the Services.** Rather, you should call the Coach's office or take other measures as appropriate, such as going to the nearest Emergency Department or urgent care clinic by dialing 911.
- Other conditions of use in addition to those set out above: *(client to initial)*

Client Signature/Date:

Coach Signature/Date:

Client Initials _____