



Beth Powell's In-Family Services

Family Centered & Trauma-Focused

Counseling and Psychotherapy, Parent & Professional Trainings,
Trauma-Sensitive Yoga

E-mail and Text Consent Policy

Regulations of the Health Insurance Portability and Accountability Act (HIPAA) and the Social Worker Code of Ethics require that your Protected Health Information (PHI) be private and secure; however, texting is a very convenient way to handle scheduling issues and appointment reminders. And email is the only method this therapist has to send direct links to scheduled Zoom therapy meetings. Email is also a convenient way for new clients, who will have their evaluatory session via Zoom or Skype, to submit their registration materials, including their Consent to Treatment form. These communication modalities are not 100% secure. Some potential risks that can be encountered with communicating by email or texting include:

- Delivery of email or text can go to an incorrectly typed address.
- Email and text accounts can be “hacked,” giving a third-party access to email or text content and addresses.
- Email and text providers keep a copy of each email on their servers where it might be accessible to their employees, etc.

For the reasons stated above, Lucy (Beth) Powell, LCSW, will not discuss clinical issues with clients using these modalities. Clients may not use these modalities to share clinical information before they come in or after they leave. If you agree to texting or emailing with Lucy (Beth) Powell, LCSW, you are agreeing only to use these modalities in the following ways.

1. Texting:
 - a. To reschedule or cancel an appointment at least 24 hrs. ahead of time.
 - b. Other scheduling or appointment time issues
 - c. Office address verification
 - d. To receive in-person appointment reminders or Skype reminders
2. Emailing:
 - a. To submit registration materials including the initial Consent to Treatment Form
 - b. To receive Zoom links to scheduled Zoom meetings

Because this clinician is technically challenged and has aging fingers and eyes, she will call you back upon receiving a text from you if the return correspondence requires more than a word or two, or maybe three...Also, you must identify yourself when you send a text. This clinician cannot put your contact information into her phone, and she has no clients by the name of “I” or “We”. This clinician prefers phone calls from clients whenever possible. If you desire to be a client and have never met Lucy (Beth) Powell, LCSW, your initial correspondence with her must be by phone call.

I agree with and will follow Lucy (Beth) Powell’s emailing and texting policy. Yes ___ No ___

Client or Client Representative Name: _____

Date: _____

Lucy "Beth" Powell, LCSW (SW License 18222)

Author of *Fun Games and Physical Activities to Help Heal Children Who Hurt: Get on Your Feet!*

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