

OnPoint  
ELECTRONIC AND SPECIAL COMMUNICATION INFORMED CONSENT

I acknowledge that I have read and fully understand this consent form. I understand the risks associated with the communication of email and/or texts and I consent to the conditions and instructions outlined, as well as any other reasonable written instructions or boundaries that OnPoint Employees may promote to safely communicate with me by email and/or text. I understand that this consent form is valid for up to one year from the date of signature and **ONLY** allows electronic communication of my protected health information by text and/or unencrypted email between OnPoint Employees and myself. I understand this consent form does not allow OnPoint Employees to communicate my protected health information by text and/or unsecured email with other family members, provider agencies or friends. If any phone numbers or email addresses change, I will complete a new release to capture the change and gain consent.

Consumer Printed Name: \_\_\_\_\_

Legal Guardian Printed Name: \_\_\_\_\_

OnPoint Employee Printed Name: \_\_\_\_\_

Name: \_\_\_\_\_

Consumer or Legal Guardian Signature \_\_\_\_\_ Date \_\_\_\_\_

OnPoint Employee Signature \_\_\_\_\_ Date \_\_\_\_\_

I agree to the terms above and I consent to unencrypted EMAIL communication between OnPoint Employees and myself using the following email address only:

\_\_\_\_\_  
Consumer email address/Legal Guardian email address

I agree to the terms above and I consent to TEXTING communication between OnPoint Employees and myself using the following phone number only:

\_\_\_\_\_  
Consumer phone number/Legal Guardian phone number

**OTHER SPECIAL COMMUNICATION REQUESTS**

Consumers/Legal Guardians have a right to request that all postal communications regarding mental health treatment are mailed to an alternative address such as a Post Office Box or other location of choice (please leave this section blank if an alternative mailing address is not desired).

I would like all information regarding my mental health treatment sent to the following address:

\_\_\_\_\_

Consumer or Legal Guardian Signature \_\_\_\_\_ Date \_\_\_\_\_

OnPoint Employee Signature \_\_\_\_\_ Date \_\_\_\_\_

Consumers/Legal Guardians have a right to request that all written communication regarding mental health treatment are addressed to an alias name (please leave this section blank if an alias name is not desired).

I would like all information regarding my mental health treatment sent to the following alias name:

\_\_\_\_\_

Consumer or Legal Guardian Signature \_\_\_\_\_ Date \_\_\_\_\_

OnPoint Employee Signature \_\_\_\_\_ Date \_\_\_\_\_

**OnPoint**  
**ELECTRONIC AND SPECIAL COMMUNICATION INFORMED CONSENT**

Consumer Name \_\_\_\_\_

OnPoint ID# \_\_\_\_\_

Date of Birth \_\_\_\_\_

**INFORMED CONSENT REGARDING THE RISK OF ALLOWING EMAIL/TEXT COMMUNICATION IN TREATMENT**

The transmission of identifying consumer information by email and/or texting has several risks that consumers, guardians and OnPoint employees should consider prior to the use of email and/or texting. There is a heightened risk to confidentiality when agreeing to communication about protected health information via email or text. These risks include, but are not limited to, the following:

- Email and texts can be circulated, forwarded, stored electronically and on paper, and broadcast to unintended recipients; email and text senders can easily misaddress an email or text and send the information to an undesired recipient;
- Unencrypted emails and texts messages have less protection from hacking or unintended viewing by others; therefore it is possible that the confidentiality of such communications may be breached by a third party; emails and texts can be intercepted, altered, forwarded or used without authorization or detection; Backup copies of emails and texts may exist even after the sender and/or the recipient has deleted their copy; employers and on-line services have a right to inspect emails and texts sent through their company systems;
- Emails and/or texts may be printed and filed in the Consumer's permanent medical record;
- Email and texts can be used as evidence in court.

**CONDITIONS FOR THE USE OF EMAIL AND TEXTS**

Due to the risks described above, OnPoint employees cannot guarantee, but will use reasonable means to maintain security and confidentiality of email and text information sent and received per OnPoint Policy. OnPoint and its Employees are not liable for improper disclosure of confidential information or any inadvertent disclosure of information that occurs via email and/or text message, unless it is clear the OnPoint Employee could have avoided the issue by following OnPoint policy. Employees and Consumers/Legal Guardians must acknowledge and consent to the following conditions before OnPoint Employees will engage in texting or emailing with Consumers/Guardians:

- Email and text messaging is **not** appropriate for urgent or emergent situations. Employees can get very busy during normal business hours and are unavailable after business hours and cannot guarantee that any received email and/or text will be read and responded to within a specific time frame, especially outside of normal business hours.
- The Consumer/Legal Guardian should call and/or schedule an appointment to discuss complex and/or sensitive situations instead of sending an email or text message. Consumers/Legal Guardians should not use email or text messaging for communication of sensitive medical or mental health information.
- Email and texts should be concise and contain the minimum amount of identifying protected health information necessary; email and texts should be related to the provision of mental health services; emails and/or texts may be printed and filed in the Consumer's permanent medical record.
- Electronic communication between Consumer/Legal Guardian and OnPoint Employees via any other means such as social media platforms, other communications applications and instant message are prohibited.



## Telemedicine/Video Appointment Criteria

Telemedicine (aka video) appointments are a great way to provide HIPAA compliant services and care and are a benefit to everyone involved. To provide the greatest experience possible, please see below for some tricks and tips to ensure a successful appointment.

Please note: This is a medical appointment, just like one you would have in a doctor's office. Please take it seriously and follow the guidelines below.

1. The client must be in Michigan. Legally, the client cannot participate in a telemedicine appointment from any other state or country.
2. Routinely check your email, including your SPAM folder, and/or text messages for appointment links, updates, and reminders.
3. Download the appropriate app as needed (i.e., Microsoft Teams)
4. If the texted hyperlink can't be clicked on, add the person who sent the link to your contacts list and try again.
5. Always ensure your computer/phone has enough of a charge to attend the entire meeting.
6. Close all other apps on your computer/phone.
7. Ensure your computer/phone has a strong enough cell or Wi-Fi signal to support the entire telemedicine appointment.
8. Public Wi-Fi signals may not be safe, so we discourage their use.
9. Find a well-lit, private, quiet place with limited distractions to attend your appointment.
10. Make sure the camera is steady, setting your laptop on a flat surface or prop up your phone or tablet on a desk or table.
11. Make sure you are in the middle of the screen and the camera is at eye level.
12. For note taking, keep a pen or pencil and paper nearby before, during and after the appointment.
13. Have your medications available and determine if you need refills.
14. If you are new to the telemedicine platform and want to test it prior to your appointment, please reach out to your OnPoint clinician to schedule a test meeting or answer questions you may have.
15. If telemedicine is not an option for you, then all appointments will need to be held at OnPoint using our equipment. Phone appointments are no longer allowed per government guidelines, with very few exceptions.
16. For your safety and in accordance with Michigan law, you ***MAY NOT*** take an appointment from a moving vehicle. If it is determined you are in a moving vehicle, the appointment will be cancelled, and you will need to call at a later time to reschedule.