

RENEE LOZANO, LCSW
DBA HERITAGE BEHAVIORAL HEALTH CENTER
EMAIL PRIVACY DISCLAIMER AND ALERT

In our fast paced world and frequent use of and reliance on technology it is my wish and professional obligation to let you know my stance on the use of email and texting as it pertains to Private Health Information (PHI). We **do** use an encrypted email service called Proton Mail through which we can email content containing PHI. It requires a password to open encrypted mail so we create a simple password relevant to you or something about our office that you would know. Encrypting the email makes it HIPAA compliant. If we are sending an email that doesn't contain PHI those emails may not necessarily be encrypted and may sometimes come from a Verizon email address. I do use email to make communication with my patients more efficient and often times quicker for both of us than telephone tag; many people want or prefer this type of communication. I appreciate your understanding about the HIPAA required need to use encrypted email since there can be minor inconveniences to opening encrypted emails.

Non encrypted email communications cannot be guaranteed as secure and private so it is important for you to know that no email communications to and from this office that comes from the non-encrypted format should be assumed to be private. Once an email leaves this office we have no control over whether only the intended person reads it or someone else unintended and unexpected, such as a spouse, co-worker, boss, child, etc. There also may be some risks within the cyber world itself whereby email transmissions get intercepted. So, for these reasons and possibly others, I am requesting that you sign below just acknowledging that you've been given this disclaimer and that you understand no personal information can be guaranteed as secure and totally private if you choose to communicate with me, or my office administrator using email.

I rarely use text messaging but on the few occasions when I might need to and/or respond to a text by you, then texting falls under this disclaimer as well.

Signature

Printed Name

Date