

Risks of Electronic Communications

Vera will use reasonable means to protect the security and confidentiality of information sent and received via email and/or SMS text messaging. However, because of the risks outlined below, Vera cannot guarantee the security and confidentiality of electronic communications in all instances:

Risks:

- 1) I understand that if Vera contacts me by e-mail or text, the most likely risk to my personal health information is that information intended for me could be intercepted without the knowledge of either myself or Vera.
- 2) Use of electronic communications to discuss sensitive information can increase the risk of such information being disclosed to third parties.
- 3) I understand that there is a risk that my e-mail account could be hacked, and that email sent to me could be monitored, intercepted, read, and/or altered before it reaches my e-mail in-box.
- 4) Electronic communications can be forwarded, intercepted, circulated, stored, or even changed without the knowledge or permission of Vera or the patient.
- 5) Even after the sender and recipient have deleted copies of electronic communications, back-up copies may exist on a computer system.
- 6) Electronic communications may be disclosed in accordance with a duty to report or a court order.

Acknowledgement and Agreement:

1. I consent to receive emails, text messages and/or voicemail messages from Vera at my given email address, cell phone and any number forwarded or transferred to that number. I understand that this request to receive emails and voicemail/text messages may apply to all future appointment reminders/feedback/health information unless I request a change.
2. I understand that communications with Vera may not be encrypted and there is a risk of messages being read by a third party. Despite this, I agree to communicate with Vera and its staff with a full understanding of that risk.
3. I have read and understand the risks associated with e-mail/text communications, and I understand there may be additional risks not described here.
4. I understand that Vera cannot control who reads my e-mail or text messages, while in route or when delivered to my e-mail account or phone.
5. I hold Vera harmless from any liability for sending my protected health information by e-mail or text message, or for any unintentional misdirection of e-mail or text messages to someone other than me.
6. I understand that I may revoke this authorization at any time.

Please refer to our Notice of Privacy Practices and our Terms of Use for additional information as to permitted uses of your health information and your rights regarding privacy matters.