

Phillips Mental Health Counseling, P.C.
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Form # 5: Email and Texting Risk Questionnaire

Regarding Email

- Technical experts often describe email as being like a postcard, in that all hands can view it. Are you familiar with the risks of emails being viewed by various engineers, administrators, and bad actors as it passes through the Internet?
- Think about where you read and write emails, and what devices you do that on. Think about who can see you reading and writing emails in these places, and who can access the devices you use to read and write emails. Would there be any negative consequences to any of those people reading or glancing at emails exchanged with your therapist? Are there certain kinds of email contents that you would feel safe letting these people see and other kinds of contents you would not feel safe letting them, see? Let your therapist know the answers to these questions if you wish to use email with him or her.
- Think about which email address(es) you might use with your therapist. Who has access to each address? If you use a work email address, know that your employer may legally view all the emails you send and receive with that address. Be aware that engineers and administrators at your email service provider may be able to view your emails.
- How quickly do you normally receive replies from others via email? Do you expect replies more quickly than your therapist's stated response time? Can you see any negative consequences occurring if your therapist does not or cannot reply to an email as quickly as others in your life typically do?

Phillips Mental Health Counseling PC uses an email service called HUSHMAIL which is secure and HIPPA compliant.

Texting Concerns

Text messages are often sent using the Internet, even though they are usually a part of one's phone service. Are you familiar with the risks of texts being viewed by various engineers, administrators, and bad actors as it passes through the Internet?

- Are you aware that text messages wait on phone company computers until they are retrieved, and may remain there indefinitely? Can you imagine any negative consequences if engineers, administrators, or law enforcement personnel viewed these stored texts from or to your therapist?
- Think about where you read and write text messages, and what devices you do that on. Think about who can see you reading and writing texts in these places, and who can access the devices you use to read and write texts. Would there be any negative consequences to any of those people reading or glancing at texts exchanged with your therapist? Are there certain kinds of text contents that you would feel safe letting these people see and other kinds of contents you would not feel safe letting them, see? Let your therapist know the answers to these questions if you wish to use texting with him or her.

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- How quickly do you normally receive replies from others via text? ***Do you expect replies more quickly than your therapist's stated response time?*** Can you see any negative consequences occurring if your therapist does not or cannot reply to text as quickly as others in your life typically do?

Your therapist uses the following device(s) and phone service(s) to send and receive text messages:
iPhone. Signal is a highly encrypted server.

Note that some interesting effects are depending on what devices are use. For example, if you use an iPhone, then the text message may not be typical SMS text messages. Instead, the message may be iMessage chat messages. On iPhones, iMessage chats are colored blue, while classic SMS text messages are colored green.

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