

**EMAIL COMMUNICATION OF HEALTH
INFORMATION
FACT SHEET AND CONSENT FORM**

RP Health is not a Health Care Provider. However, as a client of RP Health, you may request that we communicate with you, regarding your protected health information, via unencrypted electronic mail (email). This Fact Sheet will inform you of the risks of communicating with RP Health via email.

PLEASE READ THIS INFORMATION CAREFULLY

RP Health staff will make every effort to promptly respond to your communication and requests for information via email, however, *if you are experiencing an emergency, you should never rely on email communications and should seek immediate medical attention.*

Risks of using email to send protected health information include, but are not limited, to:

- **Risk of Unauthorized Access by a 3rd Party:** Do you share a computer with your family? Is your email address or access to email provided through your employer? Do you access your email over an unsecured connection such as public Wi-Fi? Do you access your email on your mobile device? Emails may be accessed by someone you do not wish to know about your health information. Despite necessary precautions, email may be sent to the wrong address by either party. Email may be intercepted or altered in transmission by a computer hacker or computer virus.
- **Unique Difficulty in Verifying the Sender:** Email may be easier to forge than handwritten or signed papers. RP Health will only send emails to the email address you provide, but it may be difficult to confirm that you are in fact the person sending the request for information from your email address.

Procedures

- Emails are not checked outside of normal business hours – this includes overnight, on weekends or holidays.
- Please call RP Health at 734-996-3300 to confirm that your request was received if you haven't received a response by email or telephone within a few hours.
- If at any time you change your email address or wish to discontinue email communications altogether, you must notify RP Health immediately in writing.

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CLIENT CONSENT TO UNENCRYPTED EMAIL COMMUNICATIONS

By signing below, you acknowledge your recognition and understanding of the inherent risks of communicating your health information via unencrypted email and hereby consent to receive such communications despite those risks and do hereby give permission to RP Health to send me communication and personal health information via unencrypted email.

By clicking agree you also acknowledge that you have the choice to receive communications via other more secure means such as by telephone. By clicking agree, you agree to hold RP Health harmless for unauthorized use, disclosure, or access of your protected health information sent to the email address you provide.
