

Intrepid Counseling Email and Texting Risk Considerations:



You have a right to request that your clinician use alternative communication methods with you, but please consider the risks. Please also remember, secure messaging and file sharing are available through the Adaptive Telehealth client portal. Your clinician recommends you use these whenever feasible.

Regarding Email

1. Technical experts often describe email as being like a postcard, in that it can be viewed by all hands it passes through. Are you familiar with the risks of emails being viewed by various engineers, administrators, and bad actors as it passes through the Internet?
2. 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.
3. 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 or receive with that address. Be aware that engineers and administrators at your email service provider may be able to view your emails.
4. 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?

Your therapist's email service is through this company: *Google Workspace*
Email address: brianna@intrepidcounseling.org

Regarding Texting

Your therapist's only texting option is secure. Your therapist uses a *Google Pixel* phone and the app, *Iplum*. To text your therapist, you will also need this app which you can download through your phone's app store.

Your therapist's phone number for all calls and secure texting (using the Iplum app) is 833-825-9991.