



Email & Electronic Communication Policy

Use of Email:

Email is not a secure form of communication. While it can be convenient for scheduling or administrative matters, it should not be used to discuss clinical issues or share sensitive personal health information.

What You Can Use Email For:

- Scheduling or rescheduling appointments
- General questions about practice hours or location - Billing or payment inquiries (without sensitive details)

What You Should Not Use Email For:

- Emergency or crisis situations
- Sharing clinical content or mental health concerns - Sending documents with personal health information

Security Notice:

I do not use encrypted email, and cannot guarantee the confidentiality of messages sent through standard email (such as Gmail). If you choose to communicate via email, you accept this risk.

Secure Communication Option:

For secure and confidential communication, please use the client portal: TherapyAppointment or contact me by phone at 281-241-9990.

Response Time:

I check email periodically Monday through Friday. I may not respond to non-urgent emails immediately.

Telehealth Informed Consent Form:

This form provides information about engaging in counseling services via telehealth (phone or video). Please read the information below and discuss any questions with your therapist.

What is Telehealth?

Telehealth involves the use of secure, HIPAA-compliant technology to conduct counseling sessions remotely, by video or phone. It is a convenient alternative when in-person sessions are not possible.

Benefits and Risks:

- Increased access to care and flexibility with scheduling.
- Confidential care from the comfort of your location.
- Risk of technical issues, dropped connections, or unauthorized access despite best precautions.
- Limits to therapist's ability to respond to crises if you're in a different location.

Technology and Confidentiality:

I use HIPAA-compliant video platforms for all virtual sessions. You are responsible for using a secure internet connection and a private space free from distractions and interruptions. Please do not record sessions unless both parties agree in writing.

Emergency Protocols:

If you are in crisis during a session and the connection is lost, please try to reconnect. If unable, contact 911 or go to your nearest emergency room. You must provide an emergency contact and your physical location at the start of each session.

Client Responsibilities and Expectations:

- Be in a quiet, private space for each session.
- Avoid public settings and do not drive during sessions.
- Provide 24-hour notice for cancellations, as with in-person sessions.
- Disclose your location and emergency contact at the start of each session.

Consent to Telehealth:

I understand the nature and limitations of telehealth services as outlined above. I have had the opportunity to ask questions and consent to receive therapy via video or phone. I may withdraw consent at any time by informing my therapist.

Client Signature: _____ Date: _____

Parent/Guardian Signature (if applicable): _____ Date: _____

Emergency Contact: _____ Phone: _____

Current Location (City, State): _____

Sessions will be conducted via the secure, HIPAA-compliant platform Doxy.me. You can join your session at: [**https://doxy.me/charlierao**](https://doxy.me/charlierao) There is no need to download anything or create an account. Doxy.me is free to use and works through your internet browser on phone, tablet, or computer.

Steps to sign in:

1. Click this link a few minutes before your scheduled session: [**https://doxy.me/charlierao**](https://doxy.me/charlierao)
2. Type your name into the box when prompted.
3. You'll be placed in a virtual waiting room until the session begins.