

## Consent to Communicate by Text (SMS) Messaging

I would like Crossroads Rehabilitation Center, Inc. (“Crossroads”) to be able to communicate with me through standard text messaging (SMS) (“texting”). These communications may include private health information about me.

I understand that texting has benefits: it can be quicker and more convenient than other forms of communication.

I also understand that texting is not as secure as other forms of communication, and that my health information may not stay private if it is included in text messages. I understand that:

- Text messaging with Crossroads is completely voluntary (up to me). I do not have to agree to text messaging in order to participate in programs or get services. If I do consent, I can change my mind at any time. **I understand** \_\_\_\_\_
- Text messages are sent over the internet. They are not encrypted. Crossroads does not use secure text messaging. The text messages I send to Crossroads, and receive from Crossroads, and may be read by others. **I understand** \_\_\_\_\_
- Crossroads does not promise that text messages I send and receive will remain secure or confidential, or that the information in them will remain private. **I understand** \_\_\_\_\_
- I should not send sensitive (private) information in text messages. This includes information about my health or treatment, my social security number and driver’s license/state identification, insurance information, financial information, and any other information I would not want to be read by others (“Sensitive Information”). **I understand** \_\_\_\_\_
- Texting should not be used for urgent matters (including health emergencies) since technical or other problems, or the schedule of the person I am texting, may prevent Crossroads from receiving, seeing, or responding to my message quickly. **I understand** \_\_\_\_\_
- If I feel I need a response within 48 hours, I will call rather than text. If I do not receive a response within two (2) working days, I will follow up with a telephone call. **I understand** \_\_\_\_\_
- If Crossroads receives a text from the Text Number listed below, Crossroads will assume it is from me and respond appropriately. Crossroads will not include Sensitive Information in the response. **I understand** \_\_\_\_\_
- Text messages to and from Crossroads may become part of my records at Crossroads. Anyone with access to those records could read them. **I understand** \_\_\_\_\_
- I will tell Crossroads immediately if my Text Number changes. Until I do, Crossroads will assume that any text messages it gets from the Text Number are from me, and will respond as described in this consent. **I understand** \_\_\_\_\_

- My cell phone service provider may charge me for sending and receiving text messages. Crossroads will not pay for text messages I send or receive. Crossroads does not know whether and how much I will be charged for text messaging: that is between me and my cell phone service provider. **I understand** \_\_\_\_\_
- I have had the chance to ask questions. If I have asked questions, they have been answered and I understand the answers. **I understand** \_\_\_\_\_
- I can change my mind about text messaging at any time. If I do, I will contact Crossroads \_\_\_\_\_ (Crossroads employee and contact number). After I tell Crossroads that I have changed my mind, Crossroads will no longer send text messages to the Text Number, or respond to text messages from the text number. **I understand** \_\_\_\_\_

I agree that Crossroads may text with me as described in this consent at the following number (the "Text Number"): ( \_\_\_\_\_ ) \_\_\_\_\_

Date: \_\_\_\_\_

Printed Consumer Name: \_\_\_\_\_

Crossroads Consumer Signature: \_\_\_\_\_

Parent/Guardian Printed Name (if applicable): \_\_\_\_\_

Parent/Guardian Signature (if applicable): \_\_\_\_\_