Technology Considerations

There are technical considerations for your personal device(s) when **Telehealth**, **Telephone**, **Secure Email** and/or **Secure Text Messaging** are utilized. By consenting, you understand the following:

1. New Earth assumes no liability for your device if installation of approved New Earth telehealth / secure text messaging / secure email application causes any conflict, malfunction, or damage.

2. You are fully responsible for handling, operating, and maintaining your device and applications. Should your device be compromised, lost, or stolen, New Earth will not be held responsible for the disclosure of information, including but not limited to, Protected Health Information (PHI) residing on the device.

3. New Earth does not allow recording of sessions, including telephone and telehealth sessions, unless explicit consent is given by you and by your practitioner.

4. New Earth will not share your personal identifiable images or information from telehealth interactions to researchers or other entities without your consent.

5. There may be a delay between the time a secure text message and/or secure email are submitted and the point at which your treating provider reads and/or responds. You will not know if the information in the text/email has been seen, and New Earth cannot anticipate when you will receive a response.

6. The New Earth approved secure text messaging and secure email is the only option for sending and receiving text information with New Earth staff.

7. You are responsible for any data usage or texting messaging fees associated with using your personal device when you are using it for telehealth, telephone, and secure text messaging.

8. Information sent via secure text and secure email may assist mental health staff in providing treatment and scheduling.

9. Although email(s) and text message(s) will be sent through a secure means, there is a risk that an email or text intended for you may be inadvertently sent to the wrong email address or phone number.