

Norcon Family Counseling, including its employees and independent contractors ("Norcon"), may communicate with clients through email, SMS/MMS text messaging, or the patient portal. Each therapist may limit or redirect electronic communications when clinically appropriate.

CONSENT AND RISKS

By signing below, I request and authorize Norcon to communicate with me electronically and to transmit protected health information when reasonably necessary. Communications may identify me as a client or contain information concerning appointments, treatment, billing, or other aspects of my care.

I understand that email and text messages may be lost, delayed, misdirected, intercepted, altered, incompletely delivered, or accessed by others who use my device or account. Norcon uses reasonable safeguards but cannot guarantee the privacy or security of messages after they are transmitted or delivered.

Electronic messages are not continuously monitored and should not be used for emergencies, crises, or urgent clinical needs. In an emergency, call 911, call or text 988, or go to the nearest emergency room. The patient portal is the preferred method for sending sensitive or treatment-related information.

EMAIL AND TEXT MESSAGING TERMS

Norcon may send appointment reminders, scheduling changes, billing or account notifications, office updates, and other administrative or care-related messages. **Message frequency varies. Message and data rates may apply.**

For assistance, reply **HELP**, call or text **816-781-2349**, or email **norcon@norconfc.com**. To stop text messages, reply **STOP** or notify Norcon through another reasonable method. Texting consent is optional and may be withdrawn without affecting treatment. To resume messages, contact Norcon or reply **UNSTOP**, when supported by the texting service.

Consent to electronic communications may also be withdrawn by written notice to Norcon Family Counseling, 20 Westwoods Drive, Liberty, MO 64068.

If I initiate an email or text concerning treatment, I authorize Norcon or my therapist to reply through the same method. My therapist may instead direct me to the patient portal, a telephone call, or a therapy session when appropriate.

Norcon currently uses Rhinogram for text messaging. Norcon may collect and use contact, appointment, billing, and related information to provide care and administer its services. Mobile phone information and text-message consent will not be shared with affiliates or third parties for their marketing or promotional purposes. Information may be disclosed to communication providers, health care providers, insurers, or others as permitted or required by law and Norcon's Notice of Privacy Practices.

SOCIAL MEDIA, WEBSITE, AND PATIENT PORTAL

Norcon's website and business social-media accounts provide information about the practice and mental health. These accounts are public. Liking, following, commenting, or posting may reveal an association with Norcon. Therapists do not engage in personal social-media relationships with clients and may remove accidental online connections to protect confidentiality and professional boundaries.

The website at **www.norconfc.com** provides access to Norcon's patient portal. The portal may be used to schedule or cancel appointments, pay bills, and exchange secure messages. Although the portal is generally more secure than ordinary email or text messaging, no electronic system can be guaranteed completely secure.

ACKNOWLEDGMENT AND AUTHORIZATION

By signing below, I acknowledge that I have read and understand this policy, accept the risks described above, and authorize electronic transmission of my protected health information as stated in this consent.

_____ Signature of Client	_____ Date	_____ Printed Name of Client
_____ Signature of 2nd Client	_____ Date	_____ Printed Name of 2nd Client