

Electronic Communication Terms of Use Policy

Seasons Center uses emailing and text messaging to communicate with our clients for appointment reminders, provider contact, and feedback solicitation with a completed and authorized client consent form through our Electronic Communications Agreement. Our clients are not required to opt in as a condition of receiving care. Participation is voluntary. Please keep in mind that opting out may prevent us from sending you timely updates regarding your care.

The client agrees that (a) all agreements and consents can be signed electronically and (b) all notices, disclosures, and other communications that we provide to you electronically satisfy any legal requirement that such notices and other communications be in writing. Communicating electronically with Seasons Center can help you in several ways, including being able to reach your provider more quickly, and getting reminders of your appointments. However, there are some risks, such as:

- Your email account might not be secure. This could mean that any information sent to or from your email address could be misdirected, disclosed to, read or intercepted by someone else.
- Text messages are not secure. This means that any information sent through text could be misdirected, disclosed to, read or intercepted by someone else.

Emailing and text messages sent via SMS and RCS channels are not fully secure and may not be HIPAA-compliant; however, Seasons Center takes reasonable precautions to safeguard your privacy by restricting the content of these messages to non-sensitive notifications. Any messages containing detailed Protected Health Information (PHI) will be sent via a separate, secure messaging channel such as encrypted communications.

Additionally, please note:

- Emails and texts should not be used if you need to speak with someone immediately due to a mental health crisis. In those events, you can always call 800-345-4569 or 988 which is available 24 hours a day, 7 days a week.

- You will need to provide Seasons Center with your email address if you choose to receive email notifications (not an email address belonging to a friend, family member, etc.).
- If your phone number or email address changes, you will be responsible for providing Seasons Center with your updated contact information, including a new Electronic Communication Agreement. You may be asked to update this form at that time.
- Whichever box you choose on the Electronic Communication Agreement, you can change your mind at any time by contacting Seasons Center via any reasonable manner.
- You may opt out of receiving text messages at any time by replying "STOP." You will receive a final confirmation text to verify you have opted out. No further messages will be sent. If you would like to rejoin, you can authorize us to restart by texting "START."

For help, reply "HELP" to text messages or contact us at 800-242-5101 or info@seasonscenter.org.

For more information on how Seasons Center protects your privacy, please see our Notice of Privacy Practices. This is available within our Intake Paperwork which can be found on our website and posted within our offices.

Message frequency may vary. Message and data rates may apply. Carriers and Seasons Center are not liable for delayed or undelivered messages.

Seasons Center reserves the right to change the terms and conditions of the Terms of Use at any time. By continuing to use electronic communications with Seasons, you are accepting and agreeing to any changed terms and conditions. Seasons Center may revise the Terms of Use by posting an updated version on our website, posting notices in our offices, or by sending them in communications directly to you. Your continued use after a change constitutes your binding acceptance of the updated Terms of Use.