



# Communication via Technology Agreement for Clients

Communication with Aspire clinicians and staff are different from texting or emailing others in your life. We always want to keep your information confidential, secure and safe. The information below reflects this goal and allows you to know your information is safe. Please note that it is completely optional to have your Aspire staff member communicate with you through text or email. Also note you may rescind permission for Aspire staff to text or email at any time. SMS opt-in or phone numbers for the purpose of SMS are not being shared with any third party and affiliate company for marketing purposes.

## Texting

- We may use texting to schedule, confirm, and/or cancel appointments through our Aspire phone system.
- We do not use texting to have conversations about your health or personal information, because texting is not a secure method to communicate and because we believe these types of conversations are more effective in person, on the telephone or through video telehealth.

## Email

- We may use email to communicate with you about appointment times and email a link for your appointment if you are receiving telehealth services. We may also send you a link through a secure portal that will allow you to electronically sign Aspire documentation.
- We do not use email to have conversations about your health or personal information, because we believe these types of conversations are more effective in person, on the telephone, or through video telehealth.

## Facebook, Instagram and other Social networking sites

- Aspire employees are not allowed to send or accept “friend” requests from persons served or to engage in personal online relationships.

## If you are experiencing a Behavioral Health Emergency

- If you are experiencing a behavioral health emergency, please follow your emergency procedures. If you have questions about that procedure, please ask your Aspire provider. Alternatively, you may call the Massachusetts State Behavioral Health Emergency Number at **877-382-1609** to get information regarding the behavioral health emergency service provider in your area.

## **Responding to Your Emails or Text Messages: What to Expect from Your Provider**

- **Full-Time Staff:** If your provider works full-time, you can normally expect a response within two business days. Occasionally staff will not be able to return your text or email within this time due to circumstances beyond their control. If you do not hear back within this timeframe, please reach out to the provider or contact the program director for that service.
- **Part-Time Staff:** For part-time providers, you will normally receive a response within the next two business days **they are scheduled to be in the office**. Occasionally staff will not be able to return your text or email within this time due to circumstances beyond their control. If you do not hear back within this timeframe, please reach out to the provider or contact the program director for that service.
- **Important Notes:** Please remember:
  - Emails or texts will not be read or responded to outside of regular office hours, on weekends (unless your provider is working and has informed you they will be available), on holidays, or during your provider’s scheduled time off.
  - If you are facing a behavioral health emergency, follow your established emergency procedures. You can also call the Massachusetts State Behavioral Health Emergency Line at **877-382-1609** for immediate assistance and to locate an emergency service provider nearby.

***I acknowledge that I have read and/or had explained to me all of the above, including my responsibilities as a client of Aspire Health Alliance.***

By checking this box, I acknowledge that I have read and/or had explained to me all of the above, including my responsibilities as a client of Aspire Health Alliance, and I consent to providing my phone number for the purpose of receiving text messages from Aspire Health Alliance, including appointment reminders. I understand that I may opt out at any time by replying STOP, that I can text HELP to 617-847-1950 for assistance, that message and data rates may apply, and that message frequency may vary. I also understand that further details can be found in the Privacy Policy and SMS Terms and Conditions at <https://www.aspirehealthalliance.org/privacy-policy/>.

Client Phone Number: \_\_\_\_\_

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Client signature: \_\_\_\_\_

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

Guardian's signature (if applicable): \_\_\_\_\_

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

At Aspire, we periodically review and update our policies and procedures to ensure the best care and services. If any changes are made to our Communication via Technology policy, we will provide you with an updated agreement and request your signature for acknowledgment.

(Rev 11/22/24)