

**IHC Support Services LLC**  
2697 Nevers Dam Rd  
St Croix Falls, WI 54024  
866-452-3875

**Email Communication Consent Form**

**Risks of using email**

For the ease of our members/guardians, our office would like to offer the opportunity to communicate by email. Transmitting member information poses several risks and the members/guardians should not agree to communicate with IHC Support Services LLC via email without understanding and accepting these risks. The risks include, but are not limited to the following:

- The privacy and security of email communication cannot be guaranteed.
- Email senders can misaddress resulting in it being sent to other unintended recipients.
- Employers/online services may have a legal right to inspect and keep emails that pass through their system.
- Even after deletion of the email backup copies may exist on a computer.
- Email is easier to falsify than signed hard copies. In addition, it is impossible to verify the true identity of the sender or to ensure that only the recipient can read the email.
- Emails can introduce viruses, generally damage or disrupt the computer.
- Emails can be used as evidence in court.

**Conditions of using email**

Our office will use reasonable means to protect the security and confidentiality of email information sent and received, however we cannot guarantee the security of email communication. Thus, members/guardians must consent to the use of email for member information, billing and communication. Consent to use email includes agreement with the following conditions:

- Emails to or from member /guardian regarding services may be printed and kept in members file.
- IHC Support Services LLC will not forward.
- IHC Support Services LLC is not responsible for information loss due to technical failures associated with members email software or internet service provider.

**Member acknowledgement and agreement**

I acknowledge that I have read and fully understand this consent form. I understand the risks associated with the communication of email between IHC Support Services LLC and me, and consent to the conditions outlined herein, as well as other instructions that the office may impose to communicate with members/guardians by email. I acknowledge IHC Support Services LLC right to, upon the provision of written notice; withdraw the option of communicating through email. Any questions I may have had were answered.

Member Name: \_\_\_\_\_

Member/Guardian Email: \_\_\_\_\_

Member/Guardian Signature: \_\_\_\_\_ Date: \_\_\_\_\_

IHC Support Services LLC Representative Signature: \_\_\_\_\_ Date: \_\_\_\_\_