

# Laura Mangum-Childers, LCSW

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Dear Clients,

I am in compliance with all HIPAA (Health Insurance Portability and Accountability Act) and the ACA (Affordable Care Act) requirements.

**Communication:** I am happy to communicate about appointment scheduling and to receive brief updates from text messages. This includes the scheduling app I use through square.com. I have an encrypted email that I use, though sometimes, if requested, I turn off the encryption. One should always be aware that there is an inherent risk to communicate in this manner. If you would prefer, for the security of this information that we NOT communicate this way I am happy to refrain.

If you would like to continue communicating via text or email, **please initial here:** \_\_\_\_\_ as well as provide me with all **phone numbers and e-mail addresses** that you would like me to use.

\_\_\_\_\_  
Cell

\_\_\_\_\_  
Other Phone

\_\_\_\_\_  
Email

\_\_\_\_\_  
Emergency Contact Name and Number

\_\_\_\_\_  
Address

\_\_\_\_\_  
City

\_\_\_\_\_  
Zip

**Contact Information:** For security purposes, my cell phone will continue to be in a locked mode with a frequently changing password. I will keep your name stored in my phone without much identifying information. This cell phone is only used for my private practice and should it become lost or stolen, I will immediately have it swiped remotely and erase all contact information. On occasion, I use my personal cell phone to communicate. I implement the same security for both phones.

**Custodian of Records:** Should I have an untimely severe illness or death that renders me unable to communicate with you directly, I have a "Custodian of Record", meaning that I have a licensed professional who has access to my records if need be. This person may change over the years. This person's contact information will always be available via the Oregon Board of Licensed Clinical Social Workers and can be reached at 503-378-5735. This person would not assume your treatment but make your records available to you and help, if needed, with referrals to other area providers. This person is also a mental health professional and will be respectful of your privacy, only making contact with you if you contact them.

**Please initial here:** \_\_\_\_\_

**Cell Phone/Text/Email:** Although I am frequently on my phone and computer, and may respond to emails at all hours, please note that this does NOT mean that I am on call or available to communicate at all times. Please know that I do not typically check my voicemails more than once a day and not at all on weekends. I check emails daily but it may take up to 48 hours for me to respond. If it is an urgent matter (not related to safety, otherwise please go to the nearest hospital or the psychiatric crisis center), please feel free to call/text/email and leave a detailed message about the issue. I will do my best to respond in a timely manner.

**Please initial here:** \_\_\_\_\_