

## Considerations for Remote Consent for the Informed Use of Technology based Communications (Phone, Texts, Individual and Group Video Chats, Email, Electronic Signatures)

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Remote informed consent might be needed for survivors who live far away from the program, those who are at work during the program's office hours, and those who may not be able to easily meet in-person for any number of reasons including cases of emergency.

Alternative options, like using phone, text, email and video chat/meetings have issues related that include preventing impersonation, privacy, and safety concerns.

You have the right to private and confidential communications with HCDVCC and the right to accept or refuse sharing your personally identifying information (PII) as follows:

- It's up to you to determine the best way to meet your current need by having HCDVCC disclose personally identifying information (PII) OR NOT, including by technology based communications;
- You are aware of the pros & cons of sharing information (listed below) and communicating via technology based communications, as well as alternative ways to meet the need without providers having to disclose PII;
- These technology based communications (What's app, Go To Meeting, Zoom, Teams, other virtual communication platforms, text, cell phone, email, etc.) will only be used if in person meetings cannot be had, there isn't an ability or enough time to complete a traditional written, and/or signed consent either in person or via mail is obtained;
- HCDVCC can confirm we are actually communicating with the survivor whose PII will be disclosed – see below;
- HCDVCC has clear written instructions on the release form about what information should be disclosed, to whom the survivor wants it disclosed, the method by which it will be disclosed, and the time limit for making the disclosure;
- You were able to review a written version of those instructions on the form before signing it.

Preventing impersonation:

Can we establish a code to be texted or spoken to ensure it's you when using text or phone calls to communicate?

Privacy and safety:

Email is not a secure way to communicate. Abusive partner may have your email password, can you create a new email for our communications? If not, can you erase the emails from my agency from the inbox and deleted box? **Please limit the personally identifying information you send in emails to only what is necessary.** Most email providers (even many of those marketed as encrypted) have access to the content of the emails sent and received by account holders. If they can access the content, then the communication may not be regarded as truly confidential.

Can you let me know when the safe times for communication for phone, text, or video chats are by sending me a text with the code we agree on?

Can you erase all your texting with me right after if you feel the abusive partner will see your phone or is capable of commandeering your phone and looking without your permission?

Abusive partner may have GPS activated on your phone to know your whereabouts – please de-activate.

Abusive partner may have loaded spyware on your cell phone or can trace electronic signature documentation. Please check all apps and security settings.

Technology based communications may be HIPAA compliant but still not completely safe to use. Those cloud based/internet based platforms may have administrators and employees that have access to the communications/use/information shared, so not just HCDVCC staff has access to the information. In addition, their policies may say the company will respond to court orders accordingly which may adversely affect any court proceedings you have or will have with your abusive partner.

I understand all the above technology communications and information/data sharing risks. I understand the below are **not** completely confidential but agree to communicate with my HCDVCC advocate with the platform(s) I choose as follows. I can also choose in person communications and landline phone communications, but that may result in slower response times since HCDVCC mobile and housing advocates do not work from the office.

- What's App
- Teams
- Go To Meeting

- Zoom Meeting
- Microsoft Teams

- email
- cell
- text

Phone 1: \_\_\_\_\_ Safe to call?  No  Yes      Safe to text/leave message?  No  Yes

The safe times to contact me are: \_\_\_\_\_.

Is it safe to e-mail you?  No  Yes

For more detailed safety using technology information, please go to the website below  
<https://www.techsafety.org/resources-survivors>