

Microsoft Teams Statement of Understanding

The **Microsoft Teams State of Understanding** introduces our clients to Teams, the platform we use to conduct telehealth therapy sessions, and gives instructions on best practices for maintaining confidentiality when meeting with their therapist remotely using their computer, tablet, or mobile phone. Our business associate agreement with the Microsoft platform offers compliance with HIPAA. Even though Teams is an encrypted service and Microsoft has sought and received several security certifications, FamilyWorks asks clients to remember that there is always a risk of a breach of confidentiality whenever you share your personal information online. We also want you to be aware that your computer and other electronic devices may not be secured according to health industry standards. In order to decrease the chances that the confidentiality of your personal information is compromised, we highly suggest you consider doing the following:

1. Only use Teams when you have taken steps to decrease the likelihood that you can be overheard.
2. Enable two-step verification when logging into accounts.
3. Limit access by being careful who you allow to use, look after, or borrow your computer or other electronic devices.
4. Be sure to log out of Teams after use.
5. Encrypt your computer and other electronic devices.
6. Regularly implement software patches and update antivirus software on personal computers.
7. Be cautious of email attachments, downloads, and fake software updates. Avoid clicking on suspicious links.
9. Use a pop-up blocker.
11. Educate yourself on common phishing scams.
12. Use a secured internet connection when attending sessions.

FamilyWorks therapists will utilize email for sending Teams web links, surveys, and other materials related to conducting therapy services. The FamilyWorks Clinic uses Outlook 365 email. These messages are not encrypted and are thus NOT CONFIDENTIAL. Please note that email is not a platform used by therapists or staff at FamilyWorks to answer questions, schedule therapy, or conduct therapy sessions.

You are responsible for installation, maintenance, and operation of your computer, browser and software. Valdosta State University and FamilyWorks Clinic are not responsible for errors or failures due to any malfunction of your computer, browser or software. Valdosta State University and FamilyWorks Clinic are also not responsible for computer viruses or related problems associated with the use of an online system.

By signing your initials below, you acknowledge that you have fully read and agree to the terms outlined in this Statement of Understanding of Microsoft Teams and give consent for use of Microsoft Teams. You have discussed any questions with the therapist or therapist intern and/or FamilyWorks Clinic staff and understand the information in this consent. You acknowledge and agree that Valdosta State University and FamilyWorks Clinic cannot guarantee the privacy and confidentiality of any communication through Microsoft Teams, and hereby hold harmless and release Valdosta State University and all its trustees, agents and employees from and against all losses, damages, claims, demands and actions arising from or related to any breach of privacy or confidentiality in connection therewith. You hereby give informed consent for the use of Microsoft Teams for yourself and on behalf of any of my minor children who receive therapy services as discussed above.

Client Signature

Date