

## Email Policies and Consent

**E-mail offers an easy and convenient way for patients and doctors to communicate. In many circumstances, it has advantages over office visits or telephone calls. But remember: there are important differences. Email is not the same as calling our office. We believe that the ease of communication e-mail affords is a benefit to patient care. It will further assist us if you could identify the nature of your request in the subject line of your message. Below are our rules for contacting us by e-mail.**

- **E-mail is never, ever, appropriate for urgent or emergency problems!** Please use the telephone or go to the Emergency Department for emergencies.
- E-mail is great for asking those little questions that don't require a lot of discussion. Appropriate uses of e-mail also include supplement refill requests, appointment scheduling requests and to send invoices or copies of treatment sheets.
- Emails that requests answers to medical questions that the doctor can answer by email will be billed at \$125/hour. Email responses will be billed at a minimum of \$25 per email. This option requires a credit card on file.
- E-mails should not be used to communicate sensitive medical information, such as information regarding sexually transmitted diseases, AIDS/HIV, mental health, developmental disability, or substance abuse.
- **E-mail is Not Confidential.** It is like sending a postcard through the mail. Staff may read your e-mails to handle routine, non-clinical matters. E-mail will become a part of your medical record: a copy may be printed and put in your chart.
- E-mail is not a substitute for seeing us. If you think that you might need to be seen, please call and book an appointment.
- Remember E-mails are only answered during business hours and a reply may take up to 3 business days.
- Finally, either one of us can revoke permission to use the e-mail system at any time.