

## Hygeia E-mail Agreement

The purpose of this agreement is to outline mutual responsibilities for the safe and effective use of e-mail as a communication tool between Hygeia and our patients. E-mail is an easy and convenient way to communicate and in many instances is better than the telephone as we will not need to be available at the same exact time. In order to enhance the efficacy of e-mail communications the following guidelines are in place.

### Our Commitment to you:

1. E-mail is checked daily when we are in the office.
2. E-mail requests for appointments and will be answered within 2 working days
3. E-mail questions regarding clinical issues will be responded to within one week.

### Our Expectations from you:

1. Use e-mail appropriately
  - a. Use E-mail for:
    - i. Routine general questions
    - ii. Requests for appointments
    - iii. Requests for prescription refills
    - iv. Notifying us of difficulty with other forms of communication
      1. Phone tree not functioning
      2. Telephone voice mail not picking up
    - v. Other non-urgent communications
  - b. Do NOT use e-mail for:
    - i. Medical emergencies or other urgent situations requiring a quick response
    - ii. Situations in which you need a quick response
    - iii. Complicated questions or concerns that may require more in-depth discussion
    - iv. Extremely sensitive information (do not assume that e-mail is confidential)
2. Let us know that you have received our e-mail by replying.
3. Call the office if we have not responded to your e-mail according to the above timelines

### Some Caveats with e-mail use:

- E-mail that comes into Hygeia may be picked up by anyone on the staff – we practice in this way to expedite our response time. If you wish to communicate ONLY with one member of the Hygeia team (including Dr. Jacobs) please DO NOT send your communication via e-mail – the phone or a confidential letter would be more appropriate
- E-mail is NOT considered a secure form of communication as e-mail can be intercepted or misrouted. Employers have a right to read any e-mail you send from your workplace and family members may read e-mail sent to or from your home.
- E-mails will become a part of your permanent medical record

Please sign below to indicate your understanding and acceptance of this policy. If you do not wish for us to communicate with you by e-mail – please do not sign below.

Signature: \_\_\_\_\_ Printed Name: \_\_\_\_\_

E-mail Address: \_\_\_\_\_ Date: \_\_\_\_\_