

EMAIL COMMUNICATION TERMS

Email is an efficient, convenient form of communication and can help to enhance your communication with Dr. Carlton. However, there are some innate limitations and risks to the use of email. This agreement will review the risks of email communication and will delineate what types of issues are appropriate and NOT appropriate for email. If after reading this agreement, you still have questions about the use of email in our practice, please address them directly with Dr. Carlton.

What are the confidentiality implications of email communication?

It is not possible to guarantee the confidentiality of email exchanges.

- If your email is through your employer, your employer may own and review all emails sent to that address.
- If your email address is a family address, other family members may see your messages.
- If you use an Internet Service Provider (ISP), there is a risk that messages may be intercepted by others.
- Emails sent to this practice may be viewed by others involved in this medical practice such as, but not limited to, a nurse or receptionist.

What happens to emails sent to Dr. Carlton?

The emails that are received by our office are printed out and filed in the patient chart. An electronic copy may also be retained.

What types of communication are appropriate for email?

It is appropriate to use email for **non-urgent matters only**. Although Dr. Carlton will do her best to read and reply to all emails promptly, she may take up to 48 hours to read and reply to an email. Also, occasionally emails do get lost in transmission due to problems with the ISP or human error such as a typo in the email address. If you do not receive a reply to your email in 48 hours, you should assume that it was not received and should re-send it. The following types of issues are appropriate for email:

- NON-URGENT medical matters
- Prescription refills
- Appointment scheduling. However, cancellations via email must be made at least 48 hours in advance. Cancellations via phone need to be at least 24 hours in advance.
- Billing or insurance questions

EMAIL COMMUNICATION TERMS CONTINUED

What types of communication are NOT appropriate for email?

The following subjects are never appropriate for email:

- Any urgent medical problem
- Any issue of a strictly confidential nature or where confidentiality needs to be assured
- Any situation where you or another are in risk of imminent harm (remember, Dr. Carlton may not see the email for 48 hours)

How do I communicate with Dr. Carlton via email?

You can email Dr. Carlton at pamela@doctorcarlton.com. Please include the nature of your email in the subject line, such as:

- Appointment request
- Appointment cancellation
- Non-urgent medical question

In the body of the email, please include the patient's name and date of birth.

Do not assume that Dr. Carlton has received your email until you get a response from her. If you do not get a response in 48 hours, please re-send your email, as it may not have been received.

RECEIPT OF AND AGREEMENT TO EMAIL COMMUNICATION TERMS

By signing this form, you acknowledge receipt of and your agreement to our *Email Communication Terms*. If you have any questions about our *Email Communication Terms*, please ask Dr. Carlton.

Acknowledgement of Receipt and Agreement: I acknowledge receipt of and agree to the *Email Communication Terms* as stated herein and understand that no modifications to this agreement can be made orally.

Signature _____ Date _____
Patient, Parent or Legal Guardian

Relationship to patient: _____

Email Address you would like to use
in communication with Dr. Carlton: _____

Patient Name _____ Date of Birth _____