



PATIENT ELECTRONIC COMMUNICATION **RISKS AND GUIDELINES**

PhysioCare offers our patients the opportunity to communicate with us by email. This form provides information about the risks of email, guidelines for email communication and how we will use email communication. It also will be used to document your consent for us to communicate with you by email.

RISKS OF ELECTRONIC COMMUNICATION (EMAIL)

Communication by email poses several risks which include, but are not limited to, the following:

- The privacy and security of email communication cannot be guaranteed.
- Email is easier to falsify than handwritten or signed hard copies. In addition, it is impossible to verify the true identity of the sender, or to ensure that only the recipient can read the email once it has been sent.
- Emails can be forwarded, intercepted, circulated, stored or even changed without the knowledge or permission of the sender.
- Employers & on-line services have a right to archive & inspect emails transmitted through their systems.
- Email senders can easily misaddress an email, which can be sent to unintended and unknown recipients.
- Backup copies of email may exist even after the sender or the recipient has deleted his/her copy
- Email can introduce viruses into computer systems and potentially damage or disrupt the computer.

HOW WE WILL USE EMAIL

- We will limit email correspondence to established patients who are adults 18 years or older, or the legal representative of established patients.
- We will use email to communicate with you only about non-sensitive and non-urgent issues such as: questions about treatment, home exercises, etc.; routine follow-up questions; appointment scheduling, and/or billing questions.
- All emails to/from you regarding treatment, payment or healthcare operations may be added to your medical record. You have the same right of access to such emails as you do to the remainder of your medical record.
- Your email messages may be forwarded to another staff member as needed for appropriate handling.
- We will not disclose your emails to researches or others unless allowed by state or federal law. Please refer to our Notice of Privacy Practices for information as to permitted uses of your health information and your rights regarding privacy matters.

IN A MEDICAL EMERGENCY, DO NOT USE EMAIL...CALL 911. Also, do not use email for **urgent problems**. If you have an urgent problem, contact your physician or urgent care center.

GUIDELINES FOR EMAIL COMMUNICATION

- Email is best suited for routine matters and simple questions. While we will attempt to read and respond promptly to emails, we cannot guarantee that any particular email will be read and responded to within any particular period of time. Time sensitive issues should be taken care of by telephone.
- Include the general topic of the message in the "subject" line of your email. For example, "advice", "appointment" or "billing question".
- Please include your name and phone number in the body of the message.
- Review the email to make sure it is clear and that all relevant information is provided before sending.
- To prevent the introduction of computer viruses into our system, please do not send attachments.
- If your email requires a response from us, and you have not heard back from us within three (3) working days, call our office to follow-up to determine if we received your email.
- Send us an email confirming receipt of our message after you have received and read an email from us.
- Take precautions such as safeguarding your computer password and using screen savers.
- Inform us of changes in your email address.