

E-Mail Policies

Introduction: E-mail is one of several options available for doctor-patient communication. E-mail sends written messages through the internet. The main advantage of E-mail is convenience. Each person can read and respond to their E-mail at a time convenient to him or her. The main disadvantages are a potentially slow response time and a potential lack of privacy.

Policies: My patients have the option of communicating with me by E-mail. Prior to doing this, you need to read through this policy sheet carefully and sign it below. First of all, you must always include your full name in any E-mail messages. Many E-mail programs don't automatically include your name so you must be sure to include it.

Occasionally, E-mails get lost while traveling between the sender and the recipient. It generally takes 2-3 business days for me to answer E-mails. If this is too long for you to wait for an answer, then please call the office at 3105177977.

E-mail is only appropriate for certain types of doctor-patient communication. Specifically, E-mail is useful for fairly simple, non-urgent questions. One example of an appropriate E-mail question is asking if an over the counter medicine is OK to take with your prescription medications. Another example is asking about an appointment. Please do not use E-mail for discussion of your clinical condition, response to medications and other matter that are appropriate for in person appointments. Please, do not write lengthy emails. I reserve the exclusive right to decide what is and is not appropriate for E-mail. If I decide that your question is not appropriate for E-mail, you will be informed. This will generally be by E-mail but may be by phone

Confidentiality: I am the only one who will read E-mails received at the "doelib85@hotmail.com" E-mail address.

E-mail messages travel through the internet. This means that the message is passed along a series of computers a bit like a bucket brigade. It is possible for someone to read the E-mail as it passes between computers. This is very unlikely, but it is possible. So, don't put anything into an E-mail that you feel must remain absolutely confidential between you and the doctor. A good "rule of thumb" is don't discuss anything by E-mail that you would not want to discuss on a cell phone in a crowd of strangers.

If you have any questions about these policies, please ask me. If you feel that you understand all of these policies and you would like to add E-mail to the ways you communicate with the doctor, then print this page out, sign and date below and return this form to one of the office staff.

Signed _____

Date _____