

Guidelines for Use of Email Communications

We are instituting email communication as a convenience for our patients. We hope you will review and follow the guidelines for email communications listed below. Please be aware that these guidelines may require modification as the need arises.

1. Please keep email content to the following topics:
 - a. Request for prescription refills
 - b. Request for appointments
 - c. Non-treatment related healthcare issues (i.e. request for general health information).
 - d. Billing or insurance related matters.
2. Please use the general topic in the subject line of your email so that they can be rapidly sorted.
3. Our email system is not encrypted. While we will treat your communication with the same care as we do your medical records and phone calls, please do not include sensitive information in your email. Specifically, do not include your social security numbers or other financially sensitive information. Your communication may be viewed by your physician, a covering physician, his medical assistant or the practice coordinator.
4. Please keep emails brief and concise.
5. Please include your name and date of birth in the body of all email communications.
6. Please be aware that all attempts will be made to reply to emails as quickly as possible, but replies may take more than 1 business day. Please do not include time sensitive requests in email. Please use the telephone for all urgent requests.
7. We will not be able to respond to medical emergencies via email. The email cannot replace the physician-patient relationship and we respectfully request that you not ask for diagnosis or treatment via email.
8. A copy of your email will be placed in your medical record.

Email Informed Consent

I hereby authorize **Eric W. Terman, MD** to communicate with me via email regarding non-urgent non-treatment related healthcare issues.

Signed _____

Date _____

Print Name _____

Email Address _____