

EMAIL POLICY
EFFECTIVE DECEMBER 1, 2010

We recognize that for many patients, email is a very quick and easy way to communicate with your provider. We want to allow patients to continue to utilize this communication tool to reach us regarding business matters as well as your healthcare. Please note the following policies regarding email communication, effective immediately.

1. Email is not always secure or confidential. We will do the best to protect any information transmitted by email, but cannot guarantee its privacy or security. In order to maximize privacy, please
 - a. Do not send medical emails from a work email account, as these are usually monitored by your employer
 - b. Do not send information which you would absolutely not want shared, as email can never be guaranteed secure.
2. All email communications related to your medical care will be printed and kept in your chart as part of your medical record.
3. We will do our best to reply to emails within 48 hours. There is always a chance that an email is not properly sent/received. If you do not hear from us, please follow up with another email or by telephone.

Email Billing Policy

We recognize that for many patients, a quick medical question is easiest to send through email. We will continue to welcome your questions this way, but due to an increasing volume of emails of this nature, we have implemented an email billing policy. Effective immediately, you will be billed for time spent responding to your email inquiries related to your health care. You will be billed in 15-minute increments at responder's hourly rate.

The following time will NOT be billed for:

1. Clarification of your most recent treatment plan.
2. Refills, billing and scheduling questions

If you wish to send us an update on your care and don't need a reply, please put "No Reply Necessary" in the subject line of the email. This will ensure you will not be billed.

We appreciate your consideration in following this policy. If you have any questions or concerns, please contact us at your convenience.