

# ELECTRONIC MAIL CONSENT

E-mail offers an easy and convenient way for patients and doctors to communicate, but e-mail is not the same as calling our office nor should it be intended to replace an office visit as there is no guarantee that our two-way messages will be received or received appropriately. One cannot tell for certain when their message will be read, or even if their doctor is in the office when a response has been made. Nonetheless, we believe that the ease of e-mail communication provides a general benefit to your care. It will further assist us if you if you could identify the nature of your request in the subject line of your message. **If you have multiple questions we ask that a phone call to the office is placed so we can determine if a consult with your doctor is needed.**

**Below are guidelines for email communication:**

- E-mail is never, ever, appropriate for urgent or emergency problems! If you have an emergency, please go quickly and directly to the nearest Emergency Department or call **911**.
- E-mail correspondence should be brief and concise, completely related to your medical care, and should focus on issues that are unlikely to require a lot of discussion. NS physicians are not able to respond via email to complicated questions that require a lengthy response. If you ask such a question, NS physicians will reply that we need to discuss such a question or issue in person at your next appointment. Appropriate uses of e-mail also include referrals and appointment scheduling requests and billing/insurance questions.
- Email should relate to existing issues or treatments that you have already discussed with your NS physician; emails should not regard any new medical issues or treatments.
- E-mails should not be used to communicate sensitive medical information, such as information regarding sexually transmitted diseases, AIDS/HIV, mental health, developmental disability, or substance abuse.
- E-mail is not confidential; it is akin to sending a postcard through the mail. Content should be limited to issues that are not sensitive to you or that will not compromise your privacy in a manner unacceptable to you. Our staff may read your e-mails to handle routine, non-clinical matters. You should also know that if sending e-mails from work, your employer may have a legal right to read your e-mail. We cannot guarantee the confidentiality of the messages that you send to me, or our messages sent to you.
- E-mail may become a part of the medical record; a copy may be printed and put in your chart.
- E-mails may be forwarded between staff members for handling, if appropriate.
- E-mail to the staff that requires a physician's input may take up to 4 business days for reply.

**Finally, Naturopathic Specialists, LLC or you can revoke permission to use the e-mail system at any time.**

**I DO want to communicate with Naturopathic Specialists, LLC electronically.** I have read the above information and understand the limitations of security on information transmitted. I understand that if I send an email and do not receive a response within two business days I will need to call Naturopathic Specialists, LLC's office regarding the email.

Patient Name: \_\_\_\_\_

Patient Signature: \_\_\_\_\_

E-mail Address: \_\_\_\_\_

Date: \_\_\_\_\_

State of Residence: \_\_\_\_\_



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