



Patient Email Policy and Consent

Nurture LLC provides patients the ability to communicate via electronic mail (email) for non-urgent administrative matters if both parties agree to the arrangement. This email option is available to established patients of at least 18 years of age or the parent/guardian of a minor. In order to utilize email communications, you must agree to the following requirements:

Privacy and Security of Email Your email may be forwarded as appropriate to respond to your request. As such, staff other than your provider may have access to emails that you send. Such access will only be in order to provide service to you. Otherwise, your email will not be forwarded without your prior consent, except as authorized/required by law. We cannot guarantee the privacy or security of any messages being sent over the internet. There is the potential that email sent over the internet can be misdirected or intercepted and read by others. It is also possible that the information you consider sensitive in nature may be inadvertently seen by someone with access to your email application. You should be aware that your employer may view email you send via an employer provided account.

Authenticating Your Identity We are required to take measure to establish that a patient requesting services by email is in fact the person the sender claims to be. You should include your full name and best daytime callback phone number in every email message that you send. Please only use your authorized email address to send mail.

Appropriate Uses for Email Email can be effective for routine requests and simple messages. We allow emails to:

- ❖ Make, change, cancel and confirm appointments.
- ❖ Send/receive release forms, lab orders, and other paperwork.

Email is not an effective tool to communicate your health status and medical questions.

Nurture does not accept emails pertaining to medical/health matters. This information is best discussed in person at an office visit – or over the telephone, if needed.

Permanent Record A copy of relevant email communications will be documented in your medical record.

Response Time We will process emails during business hours and you will generally receive a response within two business days. If you do not receive a response within this timeframe, please contact the office.

Patient Name

Authorized Email

I understand the risks and procedures involved with using email and that the confidentiality of my individually identified health information may be compromised when sent via email. I agree to the terms listed above and I hereby voluntarily request the use of email as one form of communication with Nurture LLC.

Patient Signature

Date