

As a supplement to your in-office appointments, I am inviting you to use email/text to communicate with my practice.

Set forth below are policies outlining when and how email/text should be utilized to maintain your privacy and to enhance communication as well as a place for you to acknowledge your consent to its use. Your decision to utilize email/text is strictly voluntary and your consent may be rescinded at any time.

Email/text will be accessed by Dr. Kanfer once per day. You may expect any required response in one to two business days.

When may I use email/text to communicate with Dr. Kanfer?

Email/text may be used for matters not requiring an immediate response. For example, appropriate uses include:

- Record requests
- Requests for Dr. Kanfer to fill out forms
- Billing questions

When should I NOT use email/text to communicate with Dr. Kanfer?

Email/text should never be used:

- In an emergency
- If you are experiencing any desire to harm yourself or others
- If you are experiencing a severe medication reaction
- If you need an immediate response
- For refills of medication.
- For any issues regarding an appointment

For the above issues call Dr. Kanfer at the office.

What are the advantages to using email/text?

- Unlike trading voicemail, email/text allows you to see exactly the question the doctor is responding to and to have a written record of that exchange for future reference.
- Email/text allows for the rapid transmission of forms or other paperwork

What are the risks of using email/text?

Risks of communicating via email/text include but are not limited to:

- Email/text may be seen by unintended viewers if addressed incorrectly
- Email/text may be intercepted by hackers and re-distributed
- Someone posing as you could access your information
- Email/text can be used to spread computer viruses
- There is a risk that email/texts may not be received by either party in a timely matter as it may be caught by junk/spam filters
- Email/texts are discoverable in litigation and may be used as evidence in court
- Email/texts can be circulated and stored by unintended recipients
- Statements made via email/text may be misunderstood, thus creating miscommunication and/or negatively affecting treatment
- There may be an unanticipated time delay between messages being sent and received

What happens to my messages?

- Emails will be printed out and maintained as a permanent part of your medical record
- As part of your permanent record, they will be released along with the rest of the record upon your authorization or when the doctor is otherwise legally required to do so.
- Messages may be seen by staff for the purpose of filing or carrying out requests (e.g., appointment scheduling) or when Dr. Kanfer is away from the office.

What are my obligations as a patient?

- I must let Dr. Kanfer know immediately if my email/text address changes
- If I do not receive a response from Dr. Kanfer in one business day, I will contact him by telephone
- I will use email/text communication only for the purposes stated above
- I will advise Dr. Kanfer in writing should I decide that I would prefer not to continue communicating via email/text
- I understand that email/text may only be used to supplement my appointments with Dr. Kanfer and not as a substitute for them
- To avoid possible confusion, I will not use internet slang or short-hand when communicating via email/text.

What steps has Dr. Kanfer taken to protect the privacy of my email/text communications?

- Has **NOT** installed software for encrypting email/text messages. Therefore, there is an inherent risk to you if we communicate via email/text
- Set up a password protected screensaver on his computer
- Educated staff on the appropriate use and protection of email/text
- Does not access patient email/text from public Wi-Fi hotspots
- Does not allow family members to have access to his personal work computer
- Will not forward patient email/text to third parties without your express consent
- Will verify email/text addresses before sending messages
- Dr. Kanfer recommends that sensitive information only be transmitted by Fax or U.S. mail, or other express mail service (i.e. Fed Ex).

What steps can I take to protect my privacy?

- Do not use your work computer to communicate with Dr. Kanfer as your employer has a right to inspect email/texts sent through the company's system
- Do not use a shared email/text account to transmit messages
- Log out of your email/text account if you will be away from your computer
- Carefully check the address before hitting "send" to ensure that you are sending your message to the intended receiver
- Avoid writing or reading email/texts on a mobile device in a public place
- Avoid accessing email/text on a public Wi-Fi hotspot
- **Make certain that your email/text is signed with your first and last name and include your telephone number and date of birth to avoid possible mix up with patients with same or similar names**

CONSENT TO EMAIL/TEXT USE

By signing below, I consent to the use of email/text communication between myself _____ (name of patient) and Dr. Kanfer. I recognize that there are risks to its use, and despite Dr. Kanfer's best efforts, he cannot absolutely guarantee confidentiality. I understand and accept those risks and the policies for email/text use outlined in the form. I further agree to follow these policies and agree that should I fail do so, Dr. Kanfer may cease to allow me to use email/text to communicate with him. I also understand that I may withdraw my consent to communicate via email/text at any time by notifying Dr. Kanfer in writing.

Date

Name of Patient/Guardian

Signature of patient/legal guardian

email/text