



E-MAIL POLICY & CONSENT FORM

E-mail is fast, convenient, and efficient. E-mail works well for many non-urgent questions, requests or messages you may have for your doctor. The most important thing you should know is that the confidentiality of e-mail exchanges cannot be guaranteed. While the security of standard e-mail is comparable to other types of communication (such as phone calls), there are some special issues with e-mail:

- If your e-mail address is a family address, other family members may see your messages.
- If your e-mail address is through your employer, your employer may own all e-mails sent to that address
- If you use an internet service provider, there is a small risk that messages may be intercepted by others (“hackers”).

What types of communication are appropriate for standard e-mail?

- Prescription refill requests
- Appointment scheduling concerns or questions
- Non-urgent medical advice or follow-up (including some types of test results)
- Billing/insurance questions

The following subjects are never appropriate for standard e-mail:

- Any urgent medical problem or emergency
- Mental health issues
- Drug and alcohol problems
- HIV and other sexually transmitted diseases

How do I communicate with Dr. Jessica Davis via e-mail?

Send your e-mail to jessicadavismd@onebox.com

You can expect a response to your e-mail question or message usually within 24 hours. On weekends or holidays or if Dr. Davis is away on vacation, then it may take up to 48 hours for a response. If you do not get an e-mail reply within the expected time, you should assume that your e-mail was not received. You should then call the office with your question or request.

Please keep in mind that although e-mail can be a very effective tool, it is not a substitute for a physical exam or face to face counseling by your doctor. If Dr. Davis determines that a discussion is not appropriate for email, you will be asked to schedule an appointment. This may be able to be done as an e-visit, phone visit or office visit depending on the situation.

Is there a way to send confidential messages to my doctor?

Emails sent **from** Dr. Davis that contain personal health information can be sent using a password protected system through Onebox.com. If you receive one of these secure emails, you can then reply to the message using the same secure system.



Please choose one of the following options regarding use of email:

- Secure Option:** Please send all email containing personal health information via the secure Onebox option. I realize that even this more secure method is not 100% guaranteed. Administrative emails will still be sent using standard email.
- Standard Option:** Please send all emails including those with personal health information via standard email.
- No Email:** I do not use email at all, or I check it less than once a week. Please provide test results, appointment reminders, and other communication via: (choose one)
 - Phone
 - Regular Mail (\$25 annual fee or provide self-addressed stamped envelopes)
 - In Person (office visit rate applies)

Please list any email addresses you wish to use to communicate with Dr. Davis:

1) Preferred: _____

2) Alternate: _____

1. I have read the information above about e-mail procedures and privacy and have received answers to all of my questions about using e-mail to communicate with Dr. Davis at Meliora Family Medicine.
2. I understand that any e-mail that I send may be seen by people other than my doctor and that the Internet is not an error-free network. I understand that e-mail is never appropriate for urgent or emergency situations, or sensitive subjects.
3. I understand the terms outlined in this notice, and I consent to the use of unsecured e-mail in addition to other methods of communication with Meliora Family Medicine.
4. It is my responsibility to notify Meliora Family Medicine in writing if my e-mail address changes.
5. I understand that either I or my doctor may choose to discontinue the use of email communication at any time.

Signature

Date

Print Name