

Email policy for Dr. Elizabeth Boswell

As a supplement to your in-office appointments, I am inviting you to use email to communicate with my practice. Set forth below are policies outlining when and how email 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 Your decision to utilize email is strictly voluntary and your consent may be rescinded at any time. Email will be accessed by Dr. Boswell. You may expect a response within 24 hours.

When may I use email to communicate with Dr. Boswell?

Email may be used to:

- Prescription refill requests
- Appointment requests
- Other matters not requiring an immediate response

When should I NOT use email to communicate with Dr. Boswell?

Email should never be used (list unacceptable uses)

- 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

What are the advantages to using email?

- Unlike trading voicemail messages, email allows you to see exactly the question Dr. Boswell is responding to and to have a written record of that exchange for future reference.
- Email allows for the rapid transmission of forms or other paperwork such as information regarding your medications/condition

What are the risks of using email?

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

- Email may be seen by unintended viewers if addressed incorrectly
- Email may be intercepted by hackers and redistributed
- Someone posing as you could access your information.
- Email can be used to spread computer viruses

- There is a risk that emails may not be received by either party in a timely matter as it may be caught by junk/spam filters
- Emails are discoverable in litigation and may be used as evidence in court.
- Emails can be circulated and stored by unintended recipients
- Statements made via email 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 covering physicians for the purpose of filing or carrying out requests (e.g., appointment scheduling) or when Dr. Boswell is away from the office.

What are my obligations?

- I must let Dr. Boswell know immediately if my email address changes.
- If I do not receive a response from Dr. Boswell in the time frame indicated (24 hours), I will contact her by telephone if a response is needed.
- I will use email communication only for the purposes stated above.
- I will advise Dr. Boswell in writing should I decide that I would prefer not to continue communicating via email
- I understand that email may only be used to supplement my appointments with Dr. Boswell and not as a substitute for them.
- To avoid possible confusion, I will not use internet slang or shorthand when communicating via email

What steps has Dr. Boswell taken to protect the privacy of my email communications?

Dr. Boswell has done the following:

- Has installed software for encrypting email messages using the elizabeth@boswellmd.com Earlier email addresses should not be used.
- Set up a password protected screen-saver on her computer
- Does not access patient email from public Wi-Fi hotspots
- Does not allow family members access to her personal work computer
- Will not transmit highly sensitive information via email
- Will not forward patient email to third-parties without your express consent
- Will verify email addresses before sending messages.

What steps can I take to protect my privacy?

- Do not use your work computer to communicate with Dr. Boswell as your employer has a right to inspect emails sent through the company's system.
- Do not use a shared email account to transmit messages.
- Log out of your email 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 emails on a mobile device in a public place.
- Avoid accessing email on a public Wi-Fi hotspot.
- Make certain that your email 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 USE

By signing below, I consent to the use of email communication between myself/_____ (name of patient) and Dr. Elizabeth Boswell. I recognize that there are risks to its use, and despite Dr. Boswell's best efforts, she cannot absolutely guarantee confidentiality. I understand and accept those risks and the policies for email use outlined in the form. I further agree to follow these policies and agree that should I fail do so,

Dr. Boswell may cease to allow me to use email to communicate with her. I also understand that I may withdraw my consent to communicate via email at any time by notifying Dr. Boswell in writing.

Name of Patient/Guardian

Date

Signature of Patient/Guardian

Email Address