

ELECTRONIC COMMUNICATION CONSENT FORM

This form outlines the guidelines for electronic communication and documents your consent to use electronic communication with your doctor.

In a medical emergency, do not use electronic communication. Dial 911 or proceed to your nearest emergency department.

EMAIL

Email is not a private form of communication but is more like a postcard that can be viewed by anyone with access to certain areas of the Internet. Email should not be used for urgent or emergent matters, as your doctor may not check email frequently enough to respond in a timely manner. Email may be used to address routine issues only (e.g. appointment times, routine follow-up inquiries, questions about prescriptions, medication refills, referrals, billing questions). If email is used, please note the following:

- 1) All clinically relevant emails regarding care with Rachel Ross, M.D., will be included in the patient's medical record.
- 2) If you have not received a response within 24 hours to an email you sent to Dr. Ross, please phone her directly to follow-up.
- 3) Either you or Dr. Ross may request via email or letter to discontinue using email as a means of communication.

TEXT MESSAGING

Dr. Ross may use a work cell phone that receives and sends text messages. Text messaging is not recommended and should not be used for routine, urgent or emergent matters. If text messaging is used, please note the following:

- 1) All clinically relevant text message content regarding care with Dr. Ross will be included in the patient's medical record.
- 2) If you have not received a response within 24 hours to a text message you sent to Dr. Ross, please phone her directly to follow-up.
- 3) Either you or Dr. Ross may request in writing to discontinue using text messaging as a means of communication.

DISCLAIMER: Rachel Ross, M.D. is not responsible for electronic communications that are lost due to technical failures. Although she has implemented reasonable technical safeguards, she cannot and does not guarantee the privacy, security, or confidentiality of electronic communications. Due to the nature of electronic communications, there is a potential that emails and/or text messages may be intercepted, altered, forwarded, or read by others.

You should not communicate electronically with your doctor if any of the foregoing presents a concern to you.

I acknowledge that I have read and fully understand this consent form and that I voluntarily request the use of electronic communications with Rachel Ross, M.D.

Signature _____ Date _____