



Electronic Communication Authorization

By authorizing the use of email for patient/provider communication the patient acknowledges that the information in the email contains confidential health information that is legally privileged and is only intended for the use of the individual named in this document. Rocky Mountain Ear Center [RMEC], is not liable for any miscommunication via an incorrect email address, for information loss due to technical failures or any other miscommunications inherent to electronic communication.

It is essential to note that email is not to be used to be used for urgent problems or if a timely response is required. If an urgent issue occurs, the patient is to use the alternative form of communication, **telephone the office: 303.783.9220**. Prescription requests and refills will not be provided through the email format. Prescription requests must be made by your pharmacy via a fax request to RMEC only.

FAX: 303.806.6292

When using email as a form of communication the patient acknowledges that emails may be opened by any member of the RMEC staff and that emails may require three business days for a response. Should it be necessary, an email may be forwarded within the practice to another provider, but will not be forwarded outside the staff of RMEC. The computer system of RMEC is set to send an automatic reply to acknowledge receipt of incoming messages from patients. It is requested by RMEC that all patients planning to email staff at RMEC, to configure their computer to utilize their auto reply feature as well.

All patients intent on using email as communication must provide their full, legal name and date of birth within the body of the email and/or in the signature of each email. There will be a standard block of text, including a disclaimer, at the end of each email message to all patients that will include the provider's name and contact information. All emails should be concise. As regulated by HIPAA, these guidelines must be observed, Should an email become too lengthy or complicated, the email may be converted to a phone call or office visit at the discretion of the provider. Additionally, the patient waives any encryption requirements. If requests are not adhered to, RMEC can withdraw the option of email communication. All emails will be converted to printed text and filled in the patient record.

Rocky Mountain Ear Center, PC provides reasonable firewall and password protection within its workstations. All "To" fields will be double-checked prior to sending messages to assure extra security for the patient. All RMEC staff will be well-informed of the policies and procedures for electronic email communication to and from patients.

Patient:

Signature _____ Date _____

Print Name _____ Date of Birth _____

Email Address _____

Person Authorized To Sign For Patient:

Signature _____ Date _____

Print Name _____ Relationship to Patient _____