

GUIDELINES

Email & Text Communications With NOVAMED Associates, PC

Communication via email or text message can be effective in the right situations. For your protection, and to comply with Federal Privacy laws, please follow these guidelines:

1. Limit emails and texts to non-urgent medical questions and matters.
2. Place the topic of your email in the Subject line for rapid identification.
3. Clearly identify yourself in the body of the email.
4. **Please do not use email or text to report acute, urgent, or new conditions. During office hours, please call our main office line. After hours, please call our cell for urgent requests. For all emergencies dial 911 or go to the nearest Emergency Department.**

Although we will attempt to reply to emails and texts as quickly as possible, our replies may take more than one business day. In some cases, we may call you directly rather than respond by email or text.

Our office does not encrypt emails or text messages. Emails and text messages are not secure protected modes of communication. Your information may be available for others to view and/or capture in the public domain. Although we will treat your communication with the same care as we do your medical records and phone calls, please do not include sensitive information in your emails or text messages. Specifically, do **not** include your social security number, financial information, or private personal health information.

We will not include attachments containing Protected Health Information in any unencrypted email or text communications.

Email and Text Informed Consent

I have carefully reviewed these guidelines. I hereby authorize **NOVAMED Associates, PC** to communicate with me via email or text message regarding non-treatment related healthcare issues, and non-urgent medical questions or concerns.

Signed _____

Date _____

Print Name _____

Date of Birth _____

Email Address _____