

Guidelines for Use of Email Communications

For the convenience of my patients, you may communicate with me by email. I hope you will review and follow the guidelines for e-mail communications listed below. Please be aware that these guidelines may require modification as the need arises.

1. Please keep e-mail content to the following topics:
 - a. Non-treatment related healthcare issues (i.e. request for general health information).
 - b. Non-urgent medical questions.
2. Please use the general topic in the subject line of your e-mail so that they can be rapidly sorted.
3. Our office e-mail system is not encrypted. NEVER use email for issues you would not write openly on a postcard. While 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 e-mail. Specifically, do not include your social security numbers or other financially sensitive information. Your communication may be viewed by your physician, a covering physician, his medical assistant or the practice coordinator.
4. Please keep e-mails brief and concise.
5. Please include your name and date of birth in the body of all e-mail communications.
6. Please be aware that all attempts will be made to reply to e-mails as quickly as possible, but replies may take more than 1 business day. Please do not include time sensitive requests in e-mail. Please use the telephone for all urgent requests.
7. We will not be able to respond to medical emergencies via e-mail. The e-mail cannot replace the physician-patient relationship and we respectfully request that you not ask for diagnosis or treatment via e-mail.
8. A copy of your e-mail will be placed in your medical record.
9. **Patient Portal:** Please note, for patients who send emails through the patient portal, the portal transmits emails only during business hours, Monday – Friday. Therefore, if you send an email after business hours I will receive it on the next business day.
10. NEVER use email for urgent matters.
11. Text Messaging: Please remember that the above listed email guidelines also apply for text messaging.

Email Informed Consent

I hereby authorize **Patrick J. Gallagher, MD** to communicate with me via e-mail regarding non-urgent, non-treatment related healthcare issues.

Signed _____

Date _____

Print Name _____

E-Mail Address _____

Date of Birth _____