

Guidelines for Use of Patient Portal, Email and Text Communication Lab and Study Results

Our Electronic Health Record system enables us to communicate easily with you, and provides me with access to your chart not only while at the office but 24/7, should that be required.

As a member of my practice, I am pleased to offer you our **Patient Portal**. It is a SECURE means of communication. Messages sent and received are part of your medical record. The portal is available 24/7 from the convenience of your own home! We check our portal messages daily during normal office hours.

Use the Patient Portal to:

- Update me on your care, communicate about health issues or ask any questions you may have
- Request appointments, request refills
- Send & receive messages pertinent to your ongoing medical care
- Update me on Specialist visits
- View lab and study results as well as visit summaries, medical history and more!

Important note: The Portal is *NOT* for urgent care issues that need immediate attention. If you need to speak with me or need advice urgently regarding your care, please call the office directly or, if after hours, contact me directly on my cell phone.

You may access the portal at any time by clicking “Patient Portal” link on my website www.drserna.com.

Lab and study results. Your results are routinely posted to the Patient Portal. We will call you, as appropriate, to discuss results as well. Results of most labs and imaging will be communicated to you within 5-7 days. Please allow this period of time to get your routine results. Please also be aware that on very rare occasions, due to technical glitches beyond our control, a result may not be received in our office. *If you had a study/ test done and have not heard from our office within 14 days, please call us!*

Appointment Reminders. We make every effort to contact you with appointment reminders. The staff may call directly or you may receive an automated message. Please indicate your preference below (choose one).

Voice call / automated communication to my cell phone.

Voice call / automated communication to my home phone

You will also receive email reminders of appointments once you are signed up for our Patient Portal.

Email and Text Communications

For both HIPAA compliance and the protection of my patients, it is my practice to minimize the use of e-mail and text communication with patients and to encourage the use of secure messaging through the Patient Portal for all non-urgent matters. We do not initiate e-mail or text contact with patients on matters that would require the inclusion of Protected Health Information. Nonetheless, when a patient requests that they be able to initiate e-mail or text communications with me, I work to accommodate the request to the extent it would promote the patient's health and my provision of medical care. In that event, I will provide my e-mail address and cell phone number to enable the patient to initiate communication with me using e-mail or text. I will then assume, unless otherwise instructed, that the e-mail or text communication is acceptable to the patient.

It is important that you review and follow the guidelines for e-mail and text communications listed below. Please be aware that these guidelines may be modified as the need arises.

1. Please limit e-mail and text content to the following topics:
 - a. Non-treatment related healthcare issues (e.g. requests for general health information)
 - b. Non-urgent medical questions and matters
2. Please place the general topic in the subject line of your e-mail so that it can be rapidly identified.
3. Communication with me utilizing personal e-mail and text is done with the knowledge that I do not encrypt e-mails or texts, that e-mail and text are not a secure mode of communication, and that your information is exposed in a public domain and could be accessed. 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 or text. Specifically, do not include your social security number, financially sensitive information, or health information that you are not willing to expose to the risks of e-mail or text. Your communication may be viewed by me, a covering physician, and, as necessary, medical assistants and other staff.
4. Please keep e-mails brief and concise, and clearly identify yourself by name in the body of the e-mail.
5. Please be aware that while I will attempt to reply to e-mails and texts as quickly as possible, my replies may take more than 1 business day. **Please do not include time sensitive requests in an e-mail or text, including urgent or acute matters, or new conditions. Please use the telephone for all urgent requests, and for all emergency conditions, dial 911 or go to the nearest emergency room.**
6. We will not be able to respond to medical emergencies via e-mail or text.
7. Please understand that there will be times when I will not respond by e-mail or text but will call you directly.
8. Please also understand that we do not include attachments containing Protected Health Information in any unencrypted e-mail or text communications.

Portal, Email and Text Informed Consent

I have carefully reviewed the preceding guidelines. I hereby authorize **Dorothy C. Serna, MD, CWP, FACP** to communicate with me via e-mail or text regarding non-treatment related healthcare issues, and non-urgent medical questions and matters. I am also aware of the Patient Portal Guidelines and have reviewed the above information pertaining to communication of lab/study results.

Signed _____

Date _____

Print Name _____

E-Mail Address _____

Date of Birth _____