



### ***Guidelines for Use of Email Communications***

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We provide email communication as a convenience for our members. Please follow the guidelines listed below and be aware that these guidelines may require modification as the need arises.

1. Please keep email content to the following topics:
  - a. Request for prescriptions refills -
  - b. Request for appointments - non-urgent
  - c. Non-urgent related healthcare issues
  - d. Billing or insurance related matters
  - e. Membership related questions or concerns
2. Please use the general topic in the subject line of your email so that we can assist in delivering your email to the correct staff member.
3. Our email system is not encrypted. While we will treat your communication with the same care we do your medical records and phone calls, please do not include sensitive information in your email. Specifically, do not include your social security numbers or other financially sensitive information. Your communication may be viewed by your physician and his/her staff, a covering physician, his/her medical assistant or the practice coordinator.
4. Please keep emails brief and concise.
5. Please be aware that all attempts will be made to reply to emails as quickly as possible, but replies may take more than 1 business day. **Please do not include urgent or time sensitive requests in email. Please use the telephone for all urgent requests.**
6. **We will not be able to respond to medical emergencies via email. The email cannot replace the physician-patient relationship.**

### **Email Informed Consent**

I hereby authorize Thomas V. Cigno, M.D. to communicate with me via email regarding non-urgent, non-time sensitive healthcare issues.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Print Name: \_\_\_\_\_

Email Address: \_\_\_\_\_