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Authorization to Send and Receive Medical Information by Email/Text

SEEN Family Eyecare ("Practice") sends patient information by e-mail and/or text messaging ("messages").

RISKS: Transmitting messages has a number of risks patients should consider, including: Messages can be circulated, forwarded, intercepted, altered, and stored in numerous paper and electronic files, immediately broadcast worldwide and be received by many intended and unintended recipients, and senders can easily misaddress an e-mail or text. Messages can be used to introduce viruses into computer systems, without authorization or detection, and as evidence in court. Messages are easier to falsify than handwritten documents, backup copies of messages may exist even after the sender or the recipient has deleted his or her copy, and employers and online services have a right to archive and inspect messages transmitted through their systems.

CONDITIONS: Because of the Risks outlined above, the Practice cannot guarantee the security and confidentiality of email/text communication, and will not be liable for improper use and/or disclosure of confidential information that is not caused by the Practice's intentional misconduct. Thus, patients must consent to the use of e-mail/text, which includes agreement with the following conditions: All messages to or from the patient concerning diagnosis or treatment will be saved as part of the medical record and other authorized individuals will have access to those messages. The Practice may forward messages internally to the Practice's staff and agents as necessary for diagnosis, treatment, reimbursement, and other handling. Although the Practice will endeavor to read and respond promptly to a message from the patient, the Practice cannot guarantee that any particular message will be read and responded to within any particular period of time. Thus, the patient shall not use messages for medical emergencies or other time-sensitive matters. If the patient's message requires or invites a response from the Practice, and the patient has not received a response within a reasonable time period, it is the patient's responsibility to follow up to determine whether the intended recipient received the message and when the recipient will respond. The patient should not use messages for communication regarding sensitive medical information, such as information regarding sexually transmitted diseases, AIDS/HIV, mental health, developmental disability, or substance abuse. The patient is responsible for informing the Practice of any types of information the patient does not want to be sent by e-mail/ text, in addition to those set out in the preceding sentence. The patient is responsible for protecting his/her password or other means of access to e-mail/text. The Practice is not liable for breaches of confidentiality caused by the patient or any third party.

INSTRUCTIONS: To communicate by e-mail/text, the patient shall: Limit or avoid use of his/her employer's computer, inform the Practice of changes in his/her e-mail address or text number, put the patient's name in the body of the message, include the category of the communication in the e-mail's subject line or body of a text message for routing purposes (e.g., billing question), review the message to make sure it is clear and that all relevant information is provided before sending to the Practice, inform the Practice that the patient received a message from the Practice, take precautions to preserve the confidentiality of messages, such as using screen savers and safeguarding his/her computer password, and withdraw consent only by e-mail or written communication to the Practice. Contact the Practice's Privacy Official at 757-324-3952 with any unanswered questions before communicating with the Practice via e-mail or text message.

PATIENT ACKNOWLEDGMENT AND AGREEMENT: I acknowledge that I have read and fully understand the risks associated with the communication of e-mail and text between the Practice and me, and consent to the conditions and agree to the instructions outlined in this document.