

# Communication Agreement

Carenacia utilizes email communication with our patients to improve the experience, convenience, and efficiency of your care. Email communication with Carenacia is not to be used for emergency or urgent medical concerns. If you are experiencing a medical emergency contact 911 or visit your nearest emergency department.

## Uses of Email Communication

Email communication will not be used to communicate medical or nursing treatment. If more than simple clarification of established treatment plan is requested, a consultation or office visit will be required. Email communication with Carenacia is restricted to the following uses

- Scheduling appointments (*including rebooking and cancellation*)
- Providing directions (*to practice location and other facilities*)
- Providing practice policies & protocols (*e.g. privacy policy, referrals, etc.*)
- Providing general educational and health promotion electronic documents, resources, and links
- Clinic newsletters and alerts/updates
- Medication Refill Requests

## Risks of Using Electronic Communication

Carenacia cannot guarantee the security and confidentiality of electronic communications. Please consider the following risks of using email communication.

- Despite reasonable efforts to protect the privacy and security of electronic communication, it is not possible to completely secure the information
- Employers & online services may have a legal right to inspect & keep electronic communications that pass through their system
- Electronic communications can introduce malware into a computer system and potentially damage or disrupt the computer, networks, and security settings
- Electronic communications can be forwarded, intercepted, circulated, stored, or even changed without the knowledge or permission of the physician or the patient

- Even after the sender and recipient have deleted copies of electronic communications, back-up copies may exist on a computer system
- Electronic communications may be disclosed in accordance with a duty to report or a court order
- Electronic communication can be misdirected, resulting in increased risk of being received by unintended and unknown recipients
- Electronic communication can be easier to falsify than handwritten or signed hard copies. It is not feasible to verify the true identity of the sender, or to ensure that only the recipient can read the message once it has been sent

## Phone Communication Practices

Carenacia is not an emergency care provider, including for mental health reasons. In the event of an emergent situation call 911.

- Phones are only answered during clinic office hours
- Please provide your full name and reason for call on voicemails left
- While we strive to return voicemails on the same day, we cannot guarantee this turnaround time
- Carenacia will leave limited information on your voicemail

## Instructions for Email Communication

- Reasonably limit or avoid using an employer's or other third party's computer
- Inform Carenacia of any changes to your email address
- Include an appropriate and descriptive message subject line
- Include your full name and date of birth in the body of the message
- It is recommended not to include any attachments unless requested by your health care provider

## Email Communication Practices

- Emails will only be checked during clinic office hours
- Emails will be triaged and answered according to internal clinic prioritization
- While we will strive to return all email queries within 24 hours, we cannot guarantee this turnaround time
- It is the responsibility of the patient to follow up on all email communications
- Any forms submitted through the website will be directed to hello@carencia.com, and may be reviewed and responded to by any of the clinic's administrative staff
- Communication is only granted with the email address we have on file

## Other Communication Practices

In addition to telephone and electronic email communication, there are several other options to address.

- Carenacia do not communicate by way of text messages
- Carenacia does not respond to instant messaging services
- Carenacia will use messaging application or services that is offered by the current
- Electronic Healthcare Recording service
- When using communication through the patient portal, the same response times listed above are still followed and it is not to be used for emergencies