

GUIDELINES

Email and Text Message Communication

With Northern Michigan Rheumatology, Irene S. Kazmers, MD, her Staff members, and any covering providers

Communication via email or text message can be convenient, efficient and effective in the right situations. For your protection, and to comply with Federal Privacy laws, please follow these guidelines:

1. Limit email content to non-urgent medical questions and matters.
2. Place the topic of your email in the Subject line for rapid identification.
3. Clearly identify yourself in the body of the email or text message
4. **Please do not use email to report acute or urgent conditions. Text messaging may be used, but for more urgent situations would recommend backing this up with a direct phone call. During office hours, please call my office phone first. After hours, you may call my Mobile Cell Phone for urgent requests and/or concerns. For all emergencies dial 911 or go to the nearest Emergency Department.**

Although I will attempt to reply to text messages and emails as quickly as possible, my replies may take more than one business day. In some cases, I may call you by phone directly rather than respond by text or email.

My office does not encrypt email or text messages. Emailing and texting are not considered highly secure protected modes of communication. Your email and/or text information could potentially inadvertently become accessible to unintended recipients in the public domain. Although I will regard and treat your email and text communications with the same confidentiality and care applied to your other medical records and phone calls, please do ***not*** include sensitive information in your email or text messages. **Specifically, do not include your Social Security number, financial information, and/or private and sensitive personal health information in your text and email messages.**

Email and Text Message Communication Informed Consent

I have carefully reviewed these guidelines. I hereby authorize **Northern Michigan Rheumatology, Irene Kazmers, MD, her Staff members and any covering providers** to communicate with me via email or text message regarding healthcare issues, including medical questions or concerns. I agree to use phone communication in cases of more urgent health matters. Furthermore, I understand the recommendation to call 911 or go to the nearest Emergency Room if experiencing an emergency situation.

Signed _____

Date _____

Print Name _____

Date of Birth _____

Email Address _____