



## E-Mail Policy

To better serve our patients, Ovation Fertility has established an e-mail policy that allows for limited e-mail communication with our patients. For routine matters that do not require immediate response, please feel free to e-mail our office staff. Please remember, however, that this form of communication is not appropriate for use in an emergency. We will strive to respond to all routine patient communication within one to two business days. Please note that our service provider may delay message delivery, and that this function is out of our control. Should you require urgent or immediate attention, please call our office, the nurse on call, your physician, or the answering service directly. Types of communication that are appropriate for e-mail include the following:

- Scheduling inquiries
- Non-urgent medical questions
- Financial questions
- Request for educational materials
- Test and lab results

When sending an e-mail, please put the subject of your message in the subject line so we can process it more efficiently. Also, be sure to include your full name and return phone number in the body of the message. We also request that you acknowledge receipt of e-mail coming from this office by using the auto-reply feature. Please contact the office directly for HIV, mental health issues, work related injuries and disability issues.

**All email communications relating to diagnosis and/or treatment will be filed in your medical record.**

This office is dedicated to keeping your medical record information confidential. Despite our best efforts, due to the nature of e-mail, unauthorized third parties may gain access to messages. When communicating from work, you should be aware that some companies consider e-mail corporate property and your messages may be monitored. Even when emailing from home, you may feel access to your email is not well controlled, so you should take that into consideration. In addition, you should be aware that Ovation Fertility staff members and physicians would have access to this information.

I understand that this office will not be responsible for information loss or delay or breaches in confidentiality that are due to technical factors beyond this office's control. I understand that Ovation Fertility periodically sends education information and notices regarding upcoming events and that I have the option to be removed from that mailing list. I understand and agree to the above policy.

By signing below, you are agreeing that we may send you correspondence via email, and that we may respond to your emails to us via email.

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Patient Name (printed)      Date

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Patient Signature

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Email Address

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Partner Name (printed)      Date

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Partner Signature

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Email Address

Email Policy Ovation 11.1.16