

Oregon Naturopathic Clinic
Kimberly Foster ND
1278 Arcadia Dr. Eugene Oregon 97401
541-221-1827
www.oregonnaturopathicclinic.com
www.facebook.com/oregonnaturopathicclinic
www.twitter.com/OregonNatural

Electronic Communication Policy Effective 1-1-2019

Email

Using Email for communication has many advantages and many of our patients desire to communicate with us in this way. HIPAA laws allow covered health care providers to communicate electronically, such as through e-mail, with their patients, provided they apply reasonable safeguards when doing so. Oregon Naturopathic Clinic uses several safeguard measures to protect PHI (protected health information) when communicating with patients by email. Even so, there is still a possibility for a breach of confidentiality and even with the strictest security it is impossible to remove all risks. Some of these risks include:

- Email may be forwarded, printed, and stored in numerous paper and electronic forms.
- Email may be sent to the wrong address by either party.
- Email may be easier to forge than handwritten or signed papers.
- Copies of email may exist even after the sender or the receiver has deleted his or her copy.
- Email service providers have a right to archive and inspect emails.
- Email may be intercepted, altered, or used without detection or authorization.
- Email may spread computer viruses.
- Email delivery is not guaranteed.
- Email accounts can be broken into by hackers and viewed by unauthorized parties.

Patient Responsibility

We ask patients who want to use email to communicate with us to agree to:

- Not use email for medical emergencies. Please call 911.
- Follow up with Oregon Naturopathic Clinic by phone if you have not received a response to an email within a reasonable time period. We try to check our email a few times per day, but there are periods where we don't check email for extended periods of time (such as holidays or vacation closures).
- Inform Oregon Naturopathic Clinic of any changes to an email address.
- Inform Oregon Naturopathic Clinic in writing if you decide to discontinue using email communications.
- Clearly describe your question or concern.
- Identify yourself clearly in the message body of the email.

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- Schedule an office or phone appointment for new medical conditions not discussed at a recent appointment.
- Schedule a no cost in person concern resolution appointment if there is a customer service issue that cannot be easily resolved by email.

Oregon Naturopathic Clinic Responsibility

Oregon Naturopathic Clinic agrees to:

- Take reasonable precautionary measures to protect your PHI sent by email.
- Not sell your email address to 3rd parties.
- Send you email only for the following reasons:
 - detailed invoicing
 - contact you with office updates, including our newsletter
 - respond to your questions
 - complete supplement orders
 - communicate PHI directly to you as needed
 - provide appointment reminders

Email Fees and Limitations

Email fees are typically included in the cost of your office and phone appointments. For our clinic to be able to continue with this fee inclusion model instead of charging additional fees for emails, we ask patients to adhere to the following limitations with regards to emailing.

- If you have complex questions, need significant changes to your treatment plan, or have new concerns (have a new condition that needs to be evaluated, need a new test order or need a new prescription etc.) please schedule a follow-up appointment.
- We limit emails to 3 between appointments for straightforward treatment clarification questions pertaining to medical conditions discussed at a recent appointment. Please limit to just a few sentences. The exception to this rule is if you are acutely ill. We may have several emails back and forth between visits. We will waive additional fees in some cases.
- We allow unlimited emails about billing, supplement orders and customer service issues. If there is a customer service issue that cannot be easily resolved by email, we ask that you contact us by phone to schedule a no cost in person conflict resolution appointment.

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- If you feel the need to send an email with more than just a few sentences we will save it and read it right before your next appointment. We may or may not have time to read a long email far in advance of your next appointment, so if you have an issue that needs to be addressed in a timely manner please include it in a short email.
- If you need to make or cancel an appointment please call reception or use our online scheduling service. If you cannot find an opening that fits your needs using those methods you may send Dr. Kim an email requesting an appointment time outside of our normal hours.
- We try to give responses to short emails same day or next day, but we make no guarantees of email response times. Please call reception if you have not received a response in a timely manner.
- Please do not send photos or videos of your body and ask us to evaluate a specific medical condition. Please make an in-person appointment if you would like us to do a visual examination. Other photos (like clear pictures of supplement bottles) can be emailed.
- Emails from Dr. Kim at times may be short and to the point, which we hope doesn't come off as rude. If you are needing more time and detailed answers please make an office or phone appointment.

Please be aware that if these limitations are exceeded Oregon Naturopathic Clinic reserves the right to charge for the time it takes to read and respond to emails.

Other Electronic Communication

While we welcome patients to follow Oregon Naturopathic Clinic on social media (Facebook, Twitter etc) we ask that you please do not send messages with your PHI through these mediums. We also ask that you do not cell phone text us your PHI. These forms of electronic communication are less protected than email. Please call or email.

Consent to Email

If you are willing to accept the risks and agree to the terms and conditions of this policy and want to consent to emailing please sign the **Electronic Communication Consent** section on the **Oregon Naturopathic Clinic Intake Form**. After signing you may request Dr. Kim's email address.