

Patient Guidelines and Consent for the Use of Email Communications

To better serve our patients, this office has established an email address for some forms of communication. For routine matters that do not require immediate response, please feel free to contact us at aesthetics@advancedent.com. Please remember, however, that this form of communication is not appropriate for use in an emergency. The turnaround time for routine patient communication is 24 hours. The service provider may delay message delivery. Should you require urgent or immediate attention, this medium is not appropriate, and you should call the office.

Types of communication that are appropriate for email include:

- Scheduling inquiries
- Nonurgent medical advice
- Billing or insurance questions
- Prescription refill requests
- Educational materials

Please put the subject of your message in the subject line so we can process it more efficiently. Also, be sure to put your name and return telephone number in the body of the message. We also ask that you acknowledge receipt of emails from this office by using the auto-reply feature.

Communications relating to 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 email, third parties may have access to messages. When emailing from work, you should be aware that some companies consider email corporate property and may monitor your messages. In addition, you should be aware that although you may address your email to your doctor, their staff and colleagues would also have access to this information.

I understand that this office will not be responsible for information loss, information delay or breaches in confidentiality resulting from email communication.

I understand and agree to the above email policy.

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

Patient Signature

Witness

Date