

Proctor Personal MD, PLLC

Electronic Messaging Agreement

Our main phone line (front desk) is staffed by a real person who will answer during business hours. No phone trees!

We also have a variety of ways to connect with our office - physicians, nurses, staff - via electronic messaging.

Our Electronic Messaging Policies

No emergencies or urgent messages. Electronic messaging is not to be used for emergencies or urgent messages. We do not monitor our inbox constantly. You can send a message at any time, but we may not see it till the following day. We check messages regularly during work hours and answer them in the order received. We try to deal with messages within one work day, but circumstances could cause us to fall behind. Use the telephone if you need a response right away! Of course, for any life-threatening emergency, call 911.

Uses. Our practice accepts electronic messages for these purposes:

General messages, medical questions, prescription renewals, appointment requests, test result notification

Secure (encrypted, HIPAA-compliant) communication options:

MyChart patient portal. Can send messages with health-related questions/concerns, request appointments, change appointments, request prescription renewals. Messages will be seen and answered same or next business day. These are considered part of your medical record.

Texting via the Spruce app. If you download the Spruce app on your phone (invite from our office or link available on our Website under Member Info/communication options), you can do app-to-app texting. Text in this format will be secure (encrypted, HIPAA-compliant). Texts will be viewed and answered throughout the day. You can text after hours till approximately 7pm. "Urgent" texts will be responded to by our physician - if you text after hours and do not hear back within 30 minutes, please call (same phone # as texting #).

Later in the evening, a "standard response" will let you know that texts from that point will be seen and responded to the next morning. Again, if you have an urgent issue at that time, please call!

You are free to text after hours - we will pick up after hour texts by next business morning. After hours and on weekends, please feel free to text non-urgent requests if you'd like something addressed as soon as possible the next business day. (If you feel you need an appointment that next day or other requests - we will see them the next morning and can work to get you in promptly! We will contact you that next morning with an appointment time or a reply to your question.) Again, **a standard reply to the text will notify you that it will not be seen until the following morning. If you have an urgent issue that night, please call us! (The standard reply will inform of this as well).**

Televisits (video, virtual visits): These will be done within the Spruce app (on mobile device or desktop computer). Again, this will be secure, encrypted platform.

* If you are interested in Virtual/video visits, you will need to download the Spruce app!

Non-secure communication options:

Texting us on your mobile device without using Spruce app. You may prefer to text to us from your phone without using Spruce app. Please be aware that this type of texting (SMS text) is NOT secure and we cannot guarantee privacy. We do NOT recommend sending sensitive or personal health information within this non-secure format.

Electronic messaging is voluntary. If you decide you do not want to receive electronic messages from us, just let us know.

If your email address or mobile phone # changes, please let us know!

If you authorize us to use electronic messaging to communicate with you, we will assume that you check your inbox at reasonable intervals. We don't guarantee that we will see/respond to your messages and we realize you can't guarantee that you will respond to ours. In cases of uncertainty, we will try other ways of communicating.

Mistakes do happen. If you believe you have received a message by mistake or one that contains errors, please let us know. You should delete messages that are not intended for you.

We feel that current tech options for communication enhance our ability to connect and care for you! We want to work together to make sure this connection is easy and efficient. **Please inform us of any questions or concerns!**

Acknowledgement and Agreement:

I acknowledge that I have read this form. I agree to use reasonable judgement with regard to any messages I send or receive. I do not have any unanswered questions about what this Agreement details.

Signature: _____ Date: _____

Member name: _____

E-mail address to be used: _____

Mobile phone number to be used with Spruce app: _____

____ I decline to use Spruce app