



Electronic Communication Policy

Access: Our practice communicates electronically with patients through these channels:

Website:

<https://www.skincancerandderm.com>

Appointments, Demographics and Insurance Portal:

patientportal.advancedmd.com/127371

Medical Patient Portal Only:

<https://skincancerandderm.ema.md>

Practice email:

noreply@advancedmd.com

Text Messaging (SMS) number:

791-23

Uses: Our practice accepts electronic messages for these purposes:

General messages like making or changing certain appointment types such as follow up Accutane appointment, billing issues, or other questions that can be answered by an appropriate staff person. General message uses the Appointment portal only.

Appointment cancellation. Please note that we need at least two (2) business days' notice to cancel appointments. Appointment changes use the Appointment portal only.

Prescription renewals (existing prescriptions). Renewing existing prescriptions is most efficient when you notify/request your refill directly from the pharmacy. You can use the Medical Portal only. However, response time is typically two (2) business days.

Medical questions. Some – but not all –medical questions can be handled through medical portal. Discuss with your provider whether electronic communication is appropriate for you. However, response time is typically two (2) business days.

Encrypted email/messaging is preferred!

Emergencies: *DO NOT USE ELECTRONIC COMMUNICATIONS FOR EMERGENCIES. CALL 911!*

Part of the record: All electronic messages become part of your medical record.

Security: Take care when sending or reading messages that your device is secure and private.

Availability: If you ask us to communicate electronically with you, we will assume that you check messages at reasonable intervals. We can't guarantee that we will respond to your messages and we understand you can't guarantee that you will respond to ours. **For important issues, telephone is best.**

Sensitive medical information: Because electronic messages can't be guaranteed 100% secure, please don't put sensitive matters in messages without considering this. You have the right to ask us to use either *encrypted* or *unencrypted* email for your correspondence with us. However, unencrypted email has a higher risk of being intercepted and your private information obtained by an unauthorized party.

Opt Out: We may use electronic messaging to inform you about things related to our practice that we believe would interest you. Such as future appointment reminders, billing statements, advertisements, surveys, and/or any other practice information to be sent by e-mail, text, and by phone. If you don't want to receive electronic messages from us, just let us know.

Changes: If your email address or phone number changes, you need to let us know.

Non-essential uses: We will only use your email address or phone number for important communications related to our practice. We will not give your email address or phone number to anyone who is not authorized.

Mistakes: Mistakes happen. If you believe you have received or sent a message by mistake, or one that contains errors, please let us know. Delete any messages that are not intended for you.

Other risks: In addition to those above, electronic communication can have other risks and disadvantages that might cause inconvenience or harm. Everyone using electronic communications needs to use good judgment about these valuable technologies and must remember that there are alternatives that would be better for some situations.