



Policy: Electronic Communication

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

Website: <https://www.skincancerandderm.com>
Secure Patient Portal: <https://skincancerandderm.ema.md>
Practice email: Reminders@relatient.net
Quick Pay URL: <https://skincancerandderm.ema.md/ema/pay/Online>
Phone: 719-574-0310 or 800-290-2478

Text Messaging (SMS) number:

DO NOT USE ELECTRONIC COMMUNICATIONS FOR EMERGENCIES. CALL 911!

USAGE: Our practice accepts electronic messages for these purposes:

General Messages: Making or changing appointments, billing issues, or other general questions Can be sent through the patient portal or by calling our office directly. Portal response time is typically two (2) business days.

Appointment Cancellations: We need at least two (2) business days' notice to cancel appointments; for appointment changes. The general message calls or sends a message through the portal only. Response time is typically two (2) business days.

Prescription Renewals (existing prescriptions) and Non-Urgent Medical Questions: Renewing existing prescriptions is most efficient when you notify/request your refill directly from the pharmacy. The patient portal can be used for existing refill requests. However, response time is typically two (2) business days. Some – but not all - medical questions can be handled through the medical portal.

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

Availability: If you ask us to communicate electronically, we assume 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 critical issues, the 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 encrypted or unencrypted email for your correspondence. However, unencrypted email has a higher risk of being intercepted and your private information obtained by an unauthorized party. **All electronic messages become part of your medical record.**

Opt-In/Out: Opting in to receive appointment reminders, billing statements, advertisements, surveys, and/or any other practice information to be sent by email, text, and phone through the patient portal. This is done by giving us your email address during scheduling. You can still opt in or out anytime by visiting the patient portal.

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

Non-essential uses: Only authorized personnel will use your email/phone number for practice communications.

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 make a sound judgment about these valuable technologies and must remember that alternatives would be better for some situation