

Skin Cancer and Dermatology Center

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: Office@SkinCancerAndDerm.Net, Reminders@relatient.net
Quick Pay URL: <https://skincancerandderm.ema.md/ema/pay/Online>
Phone: **Colorado Springs: 719-574-0310, Pueblo: 719-564-5544, Trinidad 800-290-2478**
Text Messaging (SMS) number: 719-416-4492

USAGE: Our practice accepts electronic messages for these purposes:

DO NOT USE ELECTRONIC COMMUNICATIONS FOR MEDICAL EMERGENCIES. CALL 911!

General Messages: For billing issues, to make or change some types of appointments, or other general questions, you can send a message through the patient portal, or you can call 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 or change appointments. Use portal messages for general inquiries only; please call the office with any medical or scheduling questions. Portal and e-mail 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.

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, we assume you check messages at reasonable intervals. We can't guarantee that we will respond immediately to your messages, and we understand you can't guarantee that you will respond immediately to ours. **For important 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.

Opt-In/Out: You are automatically opted in to receive appointment reminders, billing statements, advertisements, surveys, and/or any other practice information to be sent by e-mail, 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 and adjusting your settings/preferences.

Changes: If your email address or phone number changes, please let us know by updating your patient portal or by calling our office.

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

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

If you have sent a message by mistake, or one that contains errors, please let us know. If you believe you have received a message that was not intended for you, please let our office know immediately, and delete the message.