



**HERE WE GROW**  
PEDIATRICS

## **Email/SMS Correspondence Policy**

Patients may want to use email or other electronic formats to facilitate communication. Federal regulations impose a "duty to warn" patients of risks associated with unencrypted email. Here We Grow Pediatrics must document in the medical record that patients have been advised that email and text communications could potentially be read by a third party. Upon receipt and documentation of this notification, the patient has the right to request communication via email.

### **Risk of using email/text include, but are not limited, to:**

- Email may be forwarded, printed, and stored in numerous paper and electronic forms.
- Email may be sent to the wrong address by either party.
- Email may be easier to forge than handwritten or signed papers.
- Copies of email may exist even after the sender or the receiver has deleted his or her copy.
- Email service providers have a right to archive and inspect emails.
- Email may be intercepted, altered, or used without detection or authorization.
- Email delivery is not guaranteed.

### **Patients are responsible for:**

- Agreeing not to use email for medical emergencies or sending time-sensitive information.
- Following up with our office if they have not received a response to an email within a reasonable time period.
- Informing our office of any changes to an email address.
- Informing our office in writing if they decide to discontinue using email or text communications.

### **Secure electronic communications:**

- Where feasible, patients should be directed to use their patient portal for messaging with their providers.

Here We Grow Pediatrics is able to receive text messages and in some instances emails but will not correspond or exchange patient information by text or email. For any questions, scheduling, or updates we urge you to take advantage of your patient portal and all it offers to bring simple and quality medical care to your fingertips!