

HPMA Patient E-Mail Consent

Online Communications (E-mail) Informed Consent

Instructions for using E-mail communications with Hyde Park Medical Associates

- Hyde Park Medical Associates utilizes a preferred SECURE ENCRYPTED E-Mail system via your **MDVIP Web Portal**. This system makes it possible to share sensitive medical information via e-mail while protecting your personal privacy and complying with HIPAA privacy rules.
- Hyde Park Medical Associates does not regulate how patients or colleagues choose to SEND information to Hyde Park Medical Associates. However, the way we choose to collect our e-mail from the Internet (**MDVIP Web Portal**) does protect your personal privacy and complies with HIPAA, at this time. This does not mean that information can never be stolen in e-mail or online communication even when using the secure **MDVIP Web Portal** that Hyde Park Medical Associates utilizes.
- Hyde Park Medical Associates requires that you correspond with your physician utilizing the secure e-mail system included with your **MDVIP Web Portal**. This would mean that you would receive an e-mail in your normal/personal e-mail account each time a communication is sent telling you to log onto your **MDVIP Web Portal** and access the information we are sending you. In addition, you should only reply to us via your secure **MDVIP Web Portal** e-mail account.
- **Access to online communications:**

The following pertains to access to and use of online communications:

NEVER USE E-MAIL FOR ANY URGENT MATTERS AS WE MAKE NO GUARANTEES AS TO THE SPEED OF A RESPONSE FROM HYDE PARK MEDICAL ASSOCIATES. We will try to respond to e-mail within 1 to 2 business days. You must call the office at 513-351-1200 for urgent matters or 911 for true emergencies.

- Online communication does not decrease or diminish any other ways in which you can communicate with or see your physician at Hyde Park Medical Associates. It is an additional option for communication, not a replacement. You are encouraged to contact the practice via telephone, mail, or in person, as always, if you have any questions or needs.
- Hyde Park Medical Associates alone will decide which medical topics are appropriate for online communications and to whom with which they will be discussed.
- Hyde Park Medical Associates may stop providing online communications with you or change its policies and services at anytime without prior notification to you.

Conditions of using online communications – the following agreements and procedures relate to online communications:

- Hyde Park Medical Associates will electronically save or print out a copy of all medically important online communications and include them in your medical record (paper or electronic). This means that appropriate

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members of the staff will have access to these communications as part of our medical records keeping, treatment, and billing, and as defined in "Notice of Privacy Practices for Protected Health Information."

- You should print or store (on a secure computer or storage device that is owned and controlled by you) a copy of all online communications that are important to you.
- The practice will not forward online communications with you to any third parties except as authorized or required by law.
- You agree to follow the procedures that Hyde Park Medical Associates implements and that you will allow the practice to verify your identity in connection with any online communications. You also acknowledge that failure to comply with these procedures may terminate our online communications.
- Online communications will be used for limited purposes. It cannot be used for emergencies or time sensitive matters. It should be used with care and caution. It should not be used to communicate highly sensitive medical information, such as treatment for or information related to HIV/AIDS, sexually transmitted diseases, or addiction treatments (alcohol, drug dependence, etc.). If there is other information that you don't want transmitted via online communications, you must inform the practice in writing.
- Hyde Park Medical Associates will make every attempt to respond within the time-frame designated. However, there may be times when this is not feasible, and you understand and agree to accept variations in response times and use other forms of communication with the practice if the response times are not satisfactory to you. Please note that online communications should never be used for emergency communications or urgent requests. These should occur via the telephone, office visits or by using existing emergency communications tools.
- While Hyde Park Medical Associates will take all reasonable precautions to protect your information, the practice is not and will not be liable for improper disclosure of confidential information unless it was caused by the practice's intentional misconduct. Hyde Park Medical Associates will also be held harmless from information loss due to technical failures.
- Follow-up is your responsibility. You are responsible for scheduling any necessary appointment and for determining if an unanswered online communication wasn't received.
- Your physician alone checks and processes your e-mail communications during regular business hours. Do not expect e-mails to be checked on the weekend or during periods of physician illness or vacation. The "Out of office" message will be used on the physician's e-mail account to signify that he/she is not able to access e-mail. You should not communicate via e-mail when the "Out of office" message is posted. Instead, you should call the office at 351-1200 for any medical needs.
- You are responsible for taking steps to protect yourself from unauthorized use of online communications, such as keeping your password confidential. Hyde Park Medical Associates is not responsible for breaches of confidentiality caused by you or an independent third party.

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- The practice will not engage in any illegal online communications, including knowingly illegally practicing medicine across state lines.

General risks of using online communications:

- All medical communications, including e-mail, carry some level of risk in regards to privacy, confidentiality and security. It is very important that you consider these risks each time you plan to communicate with the practice and communicate in such a fashion as to mitigate the potential for any of these risks. These risks include, but are not limited to:
 - o Using our website at www.hydeparkmedicalassociates.com as it does not contain a secure way to correspond to our office. However, you can correspond via the website for non-medically sensitive purposes and also access helpful information.
 - o Online communication may travel much further than you planned. It is easier for online communications to be forwarded, intercepted, or even changed without your knowledge.
 - o Online communication is easier to falsify than handwritten or signed hard copies. A dishonest person could attempt to impersonate you to try to get to your medical records.
 - o It is harder to get rid of an online communication. Backup copies may exist on a computer or in cyberspace, even after both parties (you and the practice) have deleted their copies.
 - o Online communication is not private simply because it relates to your own medical information. Employers and online services have a right to inspect and keep online communications transmitted through their system.
 - o Online communications are also admissible as evidence in court.
 - o Online communications may disrupt or damage your computer if a computer virus is attached.
 - o Without the benefit of face-to-face interaction, e-mails can be misinterpreted in tone and meaning.
 - o Users can easily send an e-mail to the incorrect address.

You agree to take steps to keep your online communications to and from us confidential including:

- Do not store messages on your employer provided computer; otherwise personal information could be accessible or owned by your employer.
- Use password protected screen savers or close your messages instead of leaving your messages on the screen for passers-by to read. Keep your passwords safe and private.
- Do not allow other individuals or other third party access to the computer(s) upon which you store medical messages or other personal medical information.
- If you have or learn of any personal e-mail addresses that your physician uses, you will not use them for medical communications. This includes the dr-----@mdvip.com e-mail accounts. Standard e-mail lacks security and privacy features and may expose medical communications to employers or other unintended third parties.
- Withdrawal of this Informed Consent must be done by written online communications or in writing to the office.

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Use good communications etiquette:

- Confirm that your name and other personal information in the message are correct.
- Put the category of communication in the subject line of the message for filtering purposes: prescription, appointment, medical advice, billing question.
- Review the message before sending it to make sure that it is clear and that all relevant information is provided. Messages should be short and concise.
- Update your contact information with MDVIP and our office as soon as it changes including any changes to your regularly used E-Mail address.

By signing the **Online Communications Informed Consent: Patient Acknowledgment and Agreement** you are agreeing that you have read the above options for e-mail and want to use e-mail and if desired, the www.HydeParkMedicalAssociates.com website, understanding all of the risks above. Your signature also indicates that you understand that Hyde Park Medical Associates may use e-mail now to send you reminders about follow up appointments, getting labs or tests done, etc. You also agree to notify Hyde Park Medical Associates and MDVIP if your e-mail address changes. Finally, if you no longer wish to receive e-mail from Hyde Park Medical Associates you will notify Hyde Park Medical Associates of your wishes in writing, not just ignore e-mails.

Patient name: _____

Patient signature: _____

Date: _____

Preferred e-mail address: _____