

Electronic Communication Policy

Access: Our practice communicates electronically with patients through our Secure email and General email for non-medical communication, such as newsletters.

Uses: Our practice accepts electronic messages for making or changing appointments, billing issues, or other questions that can be answered by an appropriate staff person.

Appointment cancellation. Please note that we need at least one business day notice to cancel appointments.

Prescription renewals (existing prescriptions): Response time is typically 1-2 business days.

Medical questions: Some – but not all –medical questions can be handled through email.

Discuss with your provider whether electronic communication is appropriate for you.

We do not answer medical questions sent through non-secure channels, such as the general email account.

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

Time-sensitive issues: Please be aware that Dr. Bassi may not see weekday messages until the end of the afternoon, and weekend messages might not be read until Monday morning. **ALWAYS CALL** if your question/concern needs a prompt answer.

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.

Opt Out: We may use electronic messaging to inform you about things related to our practice that we believe would interest you. If you don't want to receive electronic messages from us, just let us know.



11110 N Tatum Blvd., Ste 103, Phoenix, AZ 85028

Phone: 602.354.3311 • Fax: 602.354.3751

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.

Acknowledgement and Agreement

I acknowledge that I have read this form. I understand that electronic communication has risks, including possible risks not mentioned above. I agree to abide by the policies described above. I agree to use reasonable judgment with regard to any messages I send or receive. I do not have any unanswered questions about what this Agreement covers.

Patient (or legal representative) name: _____

Signature: _____ Date: _____

Email address to be used: _____

Cell phone to be used for secure messaging: _____