

## ELECTRONIC COMMUNICATIONS & PHONE POLICY

You can communicate with me via phone, the ChARM patient portal, e-mail or fax. To protect the privacy of your health information, I cannot receive any text messages. If you are having an emergency, please seek medical care and do not wait for my response.

The 2BWell Front Desk can support you with scheduling, accepting payment for services, and answering general questions about the practice that are not health related. The front desk is open the following hours...

Monday 10-3  
Tuesday 10-3  
Wednesday 10-2  
Thursday 12-4  
Friday 10-2

### RESPONSE TO COMMUNICATIONS

Each workday, I respond to communications between **4-5 p.m.**

- If I am gone that day, I will set an out-of-office message.
- If I can't respond to all the messages that day, I will triage the message based on medical urgency and who called me first.

*If you need a phone call back outside of the 4-5 p.m. time frame, let me know times you are available in the next few days and I will try to book that on the schedule for you if I have openings. (If you leave a message at 12 p.m. and say you need a call back at 3 p.m. the same day, please know I won't get that message until 4 p.m.)*

The types of messages I respond to between 4-5 p.m. include...

- Getting clarity on a recommendation from your most recent visit
- Scheduling or billing concerns you can't resolve through the front desk
- Concerns about an adverse reaction to something I recommended for you
- Questions about our services or office policies
- Technical issues with technology I recommended (i.e. patient portal or Fullscript)
- Simple "yes" or "no" questions that require no research on my part
- A need to schedule a phone or e-consult sooner than what the front desk can offer

**If your request falls outside of these parameters, I will request that we schedule a consult to address your concerns.** E-consults and phone consults are available and pro-rated at \$27/15 minutes.

There is no cost if I initiate contact with you to ask about your progress with your last recommendations, to let you know your test results arrived or to provide a reminder. **If you bring up additional questions outside these topics they will be billable.**

## WHEN TO CONTACT OTHER MEDICAL PROFESSIONALS...

Please note that I am not the best choice to call or contact in all medical situations. I cannot safely or adequately provide you with emergency care outside of basic CPR/first aid. If you are having difficulty breathing, experiencing severe chest pain, have uncontrolled bleeding, running a very high temperature, have a sudden onset of severe pain, have extreme diarrhea or vomiting, please call 911 or safely go to the nearest emergency room. If you are contemplating suicide, you need **immediate** help. Remember, I only answer messages once a day. I do care, and I want you to get help **now**. Please call 1-800-273-8255 for the National Suicide Prevention Lifeline.

Also, please do not call me after hours or on the weekends asking if I think you should go to the urgent care center. I will not get this message until the next business afternoon. Please note that some insurance companies have a 24-hour nurse conceirge hotlines, where you can call and get this type of advice. If there is any doubt, just go to the urgent care. I don't want you to get into a dangerous situation because I didn't get your message fast enough.

Finally, please remember that I cannot legally diagnose disease or prescribe (or un prescribe) medications. If you are having difficulty with a prescribed medication, contact your pharmacist or prescribing doctor. If you are concerned that you might have a diagnosis you researched on the internet or found out about from a friend, then please set up an appointment with your doctor or an appropriate specialist to make that diagnosis.

***Your questions and concerns are important to me. I hope this policy provides clarity, but feel welcome to contact me at no charge if you have any questions about it. Thank you for your understanding and support in these matters.***