



AUTHORIZATION TO SEND AND RECEIVE MEDICAL INFORMATION BY EMAIL

1. RISK OF USING E-MAIL

LONGWOOD PEDIATRICS, LLP (the "Practice") offers patients the opportunity to receive limited medical information by e-mail. Transmitting patient information by e-mail, however, has a number of risks that patients should consider before using e-mail (the "Risks"). These include, but are not limited to, the following Risks:

- E-mail can be circulated, forwarded, and stored in numerous paper and electronic files.
- E-mail can be immediately broadcast worldwide and be received by many intended and unintended recipients.
- E-mail senders can easily misaddress an e-mail.
- E-mail is easier to falsify than handwritten or signed documents.
- Backup copies of e-mail may exist even after the sender or the recipient has deleted his or her copy.
- Employers and on-line services have a right to archive and inspect e-mails transmitted through their systems.
- E-mail can be intercepted, altered, forwarded, or used without authorization or detection.
- E-mail can be used to introduce viruses into computer systems.
- E-mail can be used as evidence in court.

2. CONDITIONS FOR THE USE OF E-MAIL

The Practice will use reasonable means to protect the security and confidentiality of e-mail information sent and received. However, because of the Risks outlined above, the Practice cannot guarantee the security and confidentiality of e-mail communication, and will not be liable for improper use and/or disclosure of confidential information (including Protected Health Information that is the subject of the federal Health Insurance Portability and Accountability Act of 1996) that is not caused by the Practice's intentional misconduct. Thus, patients must consent to the use of e-mail for patient information. Consent to the use of e-mail includes agreement with the following conditions:

- a. All e-mails to or from the patient concerning diagnosis or treatment will be printed out and made part of the patient's medical record. Because they are a part of the medical record, other individuals authorized to access the medical record, such as staff and billing personnel, will have access to those e-mails.
- b. The Practice may forward e-mails internally to the Practice's staff and agents as necessary for diagnosis, treatment, reimbursement, and other handling. The Practice will not, however, forward e-mail to independent third parties without the patient's prior written consent, except as authorized or required by law.
- c. Although the Practice will endeavor to read and respond promptly to an e-mail from the patient, the Practice cannot guarantee that any particular e-mail will be read and responded to within any particular period of time. Thus, the patient shall not use e-mail for medical emergencies or other time-sensitive matters.
- d. If the patient's e-mail requires or invites a response from the Practice, and the patient has not received a response within a reasonable time period, it is the patient's responsibility to follow up to determine whether the intended recipient received the e-mail and when the recipient will respond.
- e. The patient should not use e-mail for communication regarding sensitive medical information, such as information regarding sexually transmitted diseases, AIDS/HIV, mental health, developmental disability, or substance abuse.
- f. The patient is responsible for informing the Practice of any types of information the patient does not want to be sent by e-mail, in addition to those set out in 2(e) above.



- g. The patient is responsible for protecting his/her password or other means of access to e-mail. The Practice is not liable for breaches of confidentiality caused by the patient or any third party.
- h. The Practice shall not engage in e-mail communication that is unlawful, such as unlawfully practicing medicine across state lines.
- i. It is the patient's responsibility to follow up and/or schedule an appointment if warranted.

3. INSTRUCTIONS

To communicate by e-mail, the patient shall:

1. Limit or avoid use of his/her employer's computer.
2. Inform the Practice of changes in his/her e-mail address.
3. Put the patient's name in the body of the e-mail.
4. Include the category of the communication in the e-mail's subject line, for routing purposes (e.g., billing question).
5. Review the e-mail to make sure it is clear and that all relevant information is provided before sending to the Practice.
6. Inform the Practice that the patient received an e-mail from the Practice.
7. Take precautions to preserve the confidentiality of e-mails, such as using screen savers and safeguarding his/her computer password.
8. Withdraw consent only by e-mail or written communication to the Practice.
9. Contact the Chief Administrative Officer at 617-277-7320 with any unanswered questions before communicating with the Practice via e-mail.



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I acknowledge that I have read and fully understand the information Longwood Pediatrics has provided me regarding the Risks of using e-mail. I understand the risks associated with the communication of e-mail between the Practice and me, and consent to the conditions outlined in this document. In addition, I agree to the instructions outlined above, as well as any other instructions that Longwood Pediatrics may impose regarding e-mail communications.

Signature of patient or parent/guardian

Date

Printed name of patient

Printed name of parent/guardian

Email address authorized to be used for sending medical records

**COMPLETED AND SIGNED FORMS SHOULD BE RETURNED TO FRONT DESK, FAXED TO 617-277-7834,
OR MAILED TO THE ADDRESS BELOW**