

## Trent C. Holmberg, M.D. Patient-Provider Email Agreement

The use of email for patients to communicate with our office is available as a convenience. However, there are some important things to remember. Email is not the same as calling our office because there is not a person on the other end of an email - just a computer. You can't be certain when your message will be read, if it will be read, or if the office staff is in the office or on vacation. Nonetheless, we believe that the ease of communication through email is a benefit to patient care. Below are rules and guidelines for communicating with our office using email:

1. Email is never appropriate for urgent matters or emergencies! Please call our office instead. If you are calling after hours, dial 8 to reach our after hours, emergency line or go to the nearest emergency room.
2. Emails should be limited to office matters such as appointments, refills, medication or billing questions, etc. Personal issues should be addressed during your appointment or communicated by phone as email is not guaranteed to be confidential.
3. Email should not be used to communicate sensitive medical information, such as information regarding mental health issues, substance abuse, sexually transmitted diseases, AIDS/HIV, etc.
4. Emails may be printed and become part of your permanent medical record. Do not email anything you would not want to be a part of your permanent medical record.
5. The email account we use to communicate with patients is an office email account used by Dr. Holmberg's staff. However, Dr. Holmberg may respond personally to an email if necessary. Please do not email information that you want to remain private.
6. Email communication can be intercepted or misdirected due to computer or human error. This office uses the secure (https) setting and the email provider we use claims to be secure. However, we do not encrypt our emails and we cannot guarantee that it won't be read by a third party or hacker. Your use of email to communicate with this office indicates that you acknowledge and accept the possible risks associated with such unencrypted communication.
7. If the use of email is abused or if our office receives any offensive or inappropriate emails, we reserve the right to block the email address it came from as well as take other actions, including legal, if necessary.
8. Appointment reminders, changes or questions will often be emailed if we cannot reach you by phone. Updates to our office policies, fee schedules, days of operation etc. may also be periodically emailed to our patients. If you do not wish to have any information sent to you by email, please contact us immediately.

**Please sign the required signature page** after reading this document stating that you understand the risks associated with unencrypted email communication. If you send an email to communicate with our office, even if you haven't signed the signature page, this indicates that you acknowledge and accept the possible risks associated with such communication.