



COMMUNICATION BY E-MAIL

What should I know about e-mail communication?

E-mail is fast, convenient, and efficient. E-mail works well for many non-urgent questions, requests or messages you may have for your doctor. The most important thing you should know is that the confidentiality of e-mail exchanges cannot be guaranteed. While the security of e-mail is comparable to other types of communication (such as phone calls), there are some special issues with e-mail:

- If your e-mail address is through your employer, your employer may own all e-mails sent to that address.
- If your e-mail address is a family address, other family members may see your messages.
- If you use an internet service provider, there is a small risk that messages may be intercepted by others ("hackers").
- You should also know that e-mail you send to your doctor may be read by others in the practice. Dr. Barry's office staff may have access to e-mail.

What types of communication are appropriate for e-mail?

Prescription refill requests

Appointment scheduling (but better do this via the website)

Non-urgent medical advice or follow-up (including some types of test results)

Billing/insurance questions

The following subjects are never appropriate for e-mail:

Any urgent medical problem or emergency

Mental health issues

Drug and alcohol problems

Communicable diseases such as HIV and other sexually transmitted diseases

Please keep in mind that although e-mail can be a very effective tool, it is not a substitute for a physical exam or counseling by your doctor.

All e-mail correspondences will become part of the patient's electronic medical record.

How do I communicate with my doctor via e-mail?

To communicate with Dr. Barry via e-mail, submit a request via the "contact us" link on the website, petitepediatrics.com. You can expect a response to your e-mail question or message usually within 24-48 hours. On weekends or holidays or if Dr. Barry is away on vacation, then it may take up to 72 hours for a response. If you do not get an e-mail reply within the expected time period, you should assume that your e-mail was not received. You should then call the practice with your question or request.

Please note that this way of communication is insecure if you use your regular home or work email account. You may continue to send and receive E-mail via your personal email account at your own risk. PETITE PEDIATRICS will not be held liable for any misdirection of Personal Health Information that may occur in receipt of standard email.