

# Electronic Communication and Voicemail Delivery Policy Statement

As an added value to our patients, Pediatric Center at Renaissance (PCR) offers electronic communication and voicemail delivery for matters related to patient's coordination of care and interaction with the practice. Including, but not limited to, appointment reminders, test or lab results, office closures, and practice updates. Our goal is to provide efficient, quality, patient-friendly communication.

For purposes of this consent:

- **Electronic communication** means notification and talking through texts and emails.
- **Voicemail Delivery** means notification through voice messages left on a specified mobile phone or home phone. Made available to avoid "phone tag" issues that often limit the timeliness of message deliver.

PCR is a strong proponent of electronic communication as it is an extremely efficient way for us to communicate with each other. Below are some examples of the benefits.

### **We use texts and emails:**

- To remind you of appointments;
- To provide pertinent links related to an upcoming visits;
- To notify you of health services that may need to be scheduled;
- To notify you of new services available at PCR;
- To notify you of office closures and changes in office hours.

### **You can use electronic communication to:**

- Send non-urgent messages to our nurses/doctors;
- Request a refill for your child(ren)'s prescriptions;
- Request information regarding a Specialist contact information;
- Request an appointment
- And more...

\*Please note: **WE DO NOT** give emergency care by electronic communications. If you have an emergency, call 911.

To maintain patient privacy, we take extra precautions when delivering messages. We format messages to contain the least amount of patient identifying information. We respect your right to choose delivery methods. Additionally, we only work with vendors who support HIPAA compliant transactions. Our phone systems, EMR vendor, texting vendor, email solution are all HIPAA compliant solutions. **We do this to protect your privacy.**

That said, there are still inherent risks you should be aware of when using electronic communication, including:

- Someone who does not have permission to see your email may see it.
- Someone may oversee messages you receive via your mobile phone.
- Unprotect/unlocked devices like your cell phone and computer may be accessed.
- Someone who does not have permission to see your email may break the law and hack into your account.
- There may be other risks of using electronic communication not listed here.

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### **Patient Acknowledgement and Agreement**

To be HIPAA compliant, we ask that you authorize these forms of communication. HIPAA (Health Insurance Portability & Accountability Act of 1996) provides specific guidelines to protect patient's privacy specifically restricting Protected Health Information (PHI). Detailed information regarding HIPAA, PHI and patient privacy can be found in the Notice of Privacy Practices, which you received on your first visit to our office. Additional copies of the Notice of Privacy Practices are available at our front desk.

By signing below, I acknowledge I have read this form and consent to receiving electronic communication from Pediatric Center at Renaissance. I understand there are risks inherent risks to electronic communication. I understand that it is my choice to use these services. I can opt-out of or stop using these services at any time by contacting the office at (956) 686-6100.

Patient Name: \_\_\_\_\_

Patient DOB: \_\_\_\_\_

Parent/Guardian Signature: \_\_\_\_\_

Date: \_\_\_\_\_

- I authorize to receive \*TEXT messages at the following Mobile Phone: \_\_\_\_\_
- I authorize to receive PHONE CALLS and VOICEMAIL at the following Mobile Phone: \_\_\_\_\_
- I authorize to receive EMAIL at the following address: \_\_\_\_\_

\*Pediatric Center at Renaissance does not charge for this service, but standard message and data rates may apply as provided in your wireless plan (contact your carrier for pricing plans and details). You may opt-out at any time by contacting our office at (956) 686-6100.