

E-Mail Policies for Dr. Monica Scheel

We invite you to utilize E-mail for specific types of communication with me. My e-mail address is <mailto:DrScheel@DrMonicaScheel.com>. The following pertains to e-mail correspondence with me:

- * E-mail between you and me is intended to make communication easier for both of us, and might make your experience as my patient more pleasurable, informative, and efficient. But, please keep in mind that e-mail never replaces face-to-face communication.
- * This e-mail address is utilized only for patient care. This is not a personal e-mail account. No one else beside myself has access to this e-mail account. Without your consent, your e-mail address will never be provided to a third party not affiliated with our private practice.
- * Correspondence should be brief and concise, and completely related to your dermatologic care. I will not be able to respond to complicated questions that require a lengthy response. If you ask such a question I will reply that we need to discuss such a question or issue in person at your next appointment. Furthermore, non-medical questions or issues such as billing questions might be forwarded to members of my office staff that are better able to answer them:
<mailto:frontoffice@DrMonicaScheel.com>.
- * Content should be limited to issues that are not sensitive to you or that won't compromise your privacy in a manner unacceptable to you. I will read every message that is delivered to this e-mail address, and I will be the first person who reads each message.
- * Please include your full name and date of birth in every correspondence so that I may verify your identity.
- * E-mail is inherently an insecure manner of communication. E-mail messages typically travel through many other computers and servers before arriving at their destination. At any point along this pathway these messages can be intercepted and read by a third party. Additionally, if you share your computer with members of your family or friends, or you use a professional e-mail account that could be accessed by your employer or colleague, then transmitted information might not be confidential. Therefore, I cannot guarantee the confidentiality of the messages that you send to me, or my messages sent to you.
- * I am not responsible for any e-mail or information lost due to technical failures.
- * You should not utilize e-mail for urgent messages or any matter that requires immediate attention. Any urgent issue should be conveyed via phoning the practice directly at (808) 329-1146.

* All e-mail correspondence will be incorporated into your permanent medical record. After this has been done, I will delete all correspondence from my computer and from the server I utilize.

* Unless otherwise noted in an auto-reply message to you, I will reply to your e-mail within 72 hours. If you don't receive a reply within that time frame, please call the practice at (808) 329-1146.

* If you are not satisfied with my reply please make an appointment in my office so that we can more thoroughly answer your questions and address your concerns.

* I will not respond to questions from another person who is not an established patient of mine. Therefore, please don't provide this e-mail address to such a person.

* Failure to comply with any of the above policies may result in a termination of you e-mail privileges. Read and acknowledge by signing below.

Signature _____ Date _____