



## E-Mail Disclaimer

More and more information is being shared via the Internet, particularly through the use of e-mail. We wish to provide an organized framework and a set of guidelines and expectations to ensure appropriate and consistent use of provider/patient e-mail at Illuminar, PLLC.

### **Conditions for the Use of E-mail**

Illuminar PLLC (Cristina Romero-Bosch, NMD)) will use reasonable means to protect the security and confidentiality of e-mail information sent and received. However, Illuminar, PLLC cannot guarantee the security and confidentiality of e-mail communication, and will not be liable for improper disclosure of confidential information that is not caused by Illuminar, PLLC intentional misconduct. Thus, patient consent to the use of e-mail is required and includes agreement with the following conditions.

- Illuminar, PLLC will use e-mail to communicate the following:
  - Receive comments from patients - compliments, concerns, suggestions, updates
  - Receive requests for forms to release or transfer a medical record
  - Communicate information such as a patient newsletter, seminar/event notification and registration, medical or drug alerts, announcements, disaster information, new services, new staff, etc.
- Illuminar, PLLC may forward patient e-mails internally to our staff.
- Illuminar, PLLC will not forward e-mails to independent third parties without your prior written consent, except as authorized or required by law.
- Illuminar, PLLC will not disclose your e-mail address to any third party without prior written consent.
- Illuminar, PLLC is not liable for breaches of confidentiality caused by you or any third party.

**\*\*You should not use e-mail for medical emergencies or other time sensitive matters.**

### **Instructions**

To communicate by e-mail, you are requested to:

- Limit or avoid the use of your employer's computer
- Inform Illuminar, PLLC of changes in your e-mail address
- Put your full name in the body of the e-mail text
- Complete an E-mail Consent Form (see attached)

### **Response Time**

- We will respond to the e-mail message in a reasonable amount of time. This will usually be within 48 hours during the normal work week and by Monday morning for those messages sent Friday, Saturday or Sunday.

## **Risk of Using E-Mail**

Transmitting information by e-mail has some risks that you should consider before using e-mail. These include, but are not limited to:

- E-mail can be circulated, forwarded and stored in paper and electronic files.
- Backup copies of e-mail may exist even after the sender or recipient had deleted his copy.
- E-mail can be intercepted, altered, forwarded, or used without authorization or detection.
- E-mail is easier to falsify than handwritten or signed documents.
- E-mail senders can easily misaddress an e-mail.
- E-mail can be used as evidence in court.

Your consent to use e-mail may be withdrawn in writing or by sending Illuminar, PLLC an e-mail stating you no longer want to receive information via e-mail. Illuminar, PLLC also reserves the right to remove you from our e-mail database and will notify you in writing.

Thank You-

**Cristina Romero-Bosch, NMD**

Illuminar, PLLC

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[www.iluminartherapy.com](http://www.iluminartherapy.com)