

Email Policy and Procedures

At Bent Tree Family Physicians we strive to be patient centered and provide the best care possible. The use of our patient portal is to make communication simple, fast, and easier for our patients. Our Patient Portal is a secure messaging communication tool for patients to access medical information, questions, and receive email from their physician. Messages will be handled in a timely manner during specified business hours. All communication sent outside the specified business hours will be handled the following business day. E-mail is considered to be a privilege, not a right, and can therefore be revoked if Bent Tree Family Physicians feels it has been misused by the patient.

Allowable Uses:

The Patient Portal is a tool used to request non-emergent appointments, ask billing questions, clinical questions, prescription refills, health forms, and bill payments.

Non-Allowable Uses:

The Patient Portal is not to be used for urgent, emergent, or other time-sensitive situations. The patient portal will not be used for issues pertaining to diagnosis or treatment of any medical conditions.

General:

If a sudden change in health requiring an immediate response such as an emergency, he or she will call 911 or proceed directly to an emergency room; the patient will call the office if they otherwise need communication with the office urgently. Patients must contact the office if an e-mail returns "undelivered" or if an e-mail address is changed. The patient can specify what communication they prefer regarding clinical information such as lab results, test results, and appointment notifications.

Disclaimer:

Bent Tree Family Physicians is not liable for improper disclosure of confidentiality and/or in breaches of confidentiality caused by the patient (i.e. printing or forwarding e-mails), third parties, or technical factors beyond the practice's control. Bent Tree Family Physicians has no control over security or management of the third-party e-mail systems if used. The Patient understands and agrees that the physician will make their best effort to minimize the risk of the confidentiality breaches for factors within their control, but cannot guarantee that unencrypted information will not be intercepted, altered, or read by an unintended recipient.

What is Secure Messaging?

Similar to online banking, patients will be assigned an initial ID and password to sign on a personal portal account within the office website. When messages are sent they are held inside the secure messaging server. The server sends an e-mail to the patient as a notification that they have a message to retrieve. The patient will be provided a link to directly connect to the office website to sign into their personal portal to view or reply to the message sent.