

Email Communication Terms

Email is an efficient, convenient form of communication and can help to enhance your communication with your registered dietitian. However, there are some innate limitations and risks to the use of email. This agreement will review the risks of email communication and will delineate what types of issues are appropriate and NOT appropriate for email. If after reading this agreement, you still have questions about the use of email in our practice, please address them directly with your registered dietitian.

What are the confidentiality implications of email communication?

It is not possible to guarantee the confidentiality of email exchanges.

- If your email is through your employer, your employer may own and review all emails sent to that address.
- If your email address is a family address, other family members may see your messages.
- If you use an Internet Service Provider (ISP), there is a risk that messages may be intercepted by others.
- Emails sent to this practice may be viewed by others involved in this practice such as, but not limited to, another registered dietitian or assistant.

What happens to emails sent to your registered dietitian?

The emails that are received by our office are printed out and filed in the client chart. An electronic copy may also be retained.

What types of communication are appropriate for email?

It is appropriate to use email for **non-urgent matters only**. Although we will do our best to read and reply to all emails promptly, it may take up to 3 days to read and reply to an email. Also, occasionally emails do get lost in transmission due to problems with the ISP or human error such as a typo in the email address. If you do not receive a reply to your email in 3 days, you should assume that it was not received and should re-send it. The following types of issues are appropriate for email:

- General nutritional question/matters
- Appointment scheduling. However, cancellations via email must be made at least 72 hours in advance. Cancellations via phone need to be at least 24 hours in advance.
- Billing or insurance questions

What types of communication are NOT appropriate for email?

The following subjects are never appropriate for email:

- Any **urgent** nutritional question/concern (remember, we may not see the email for 72 hours/3days)
- Any issue of a strictly confidential nature or where confidentiality needs to be assured

How do I communicate with my registered dietitian via email?

Your registered dietitian will provide you with the appropriate email address to use. Please include the nature of your email in the subject line, such as:

- Appointment request
- Appointment cancellation
- Nutrition question/concern

In the body of the email, please include the client’s name and date of birth.

Do not assume that your registered dietitian has received your email until you get a response from her. If you do not get a response in 72 hours, please re-send your email, as it may not have been received.

Bay Area Nutrition, LLC

621 E. Campbell Ave. Suite 6B, Campbell, CA 95008

(408) 370-7731

www.bavareanutrition.com

(Please detach at line above and place in client’s chart)

By signing this form, you acknowledge receipt of and your agreement to our *Email Communication Terms*. If you have any questions about our *Email Communication Terms*, please ask your registered dietitian.

Acknowledgement of Receipt and Agreement: I acknowledge receipt of and agree to the *Email Communication Terms* as stated herein and understand that no modifications to this agreement can be made orally.

Signature: _____ Date: _____

Name of Client, Parent or Legal Guardian: _____

Relationship to Client: _____

Email Address you would like to use in communication: _____

Client’s Name: _____ Date of Birth _____