

E-mail Consent Form

What should I know about e-mail communication?

E-mail is fast, convenient, and efficient. E-mail works well for many non-urgent questions, requests or messages you may have for your doctor. The most important thing you should know is that the confidentiality of e-mail exchanges cannot be guaranteed. While the security of e-mail is comparable to other types of communication (such as phone calls), there are some special issues with e-mail:

- If your e-mail address is through your employer, your employer may own and have access to all e-mails sent to that address.
- If you share your e-mail address with family members or friends, they may see your messages.
- If you use an internet service provider, there is a risk that messages may be intercepted by others (“hackers”).
- You should also know that e-mail you send to your doctor may be read by others in the practice. For the present time, Dr. Gary Seto does not have any office staff who have access to his e-mail, but may hire employees in the future who may have this access.

What types of communication are appropriate for e-mail?

- Prescription refill requests
- Appointment scheduling (You can also book your own appointments online)
- Non-urgent medical advice or follow-up (including some types of test results)
- Billing/insurance questions

The following subjects are **never** appropriate for e-mail:

- Any urgent medical problem or medical emergency
- Mental health issues
- Drug and alcohol problems
- HIV and other sexually transmitted diseases

Please keep in mind that although e-mail can be a very effective tool, it is not a substitute for a physical exam or counseling by your doctor.

How much does it cost to communicate with Dr. Seto by e-mail?

There is no charge for most e-mail messages. However for frequent or lengthy e-mail messages or those dealing with a new medical problem, there may be a fee for e-mail messages.

What if I do not want to communicate by e-mail?

You do not need to complete this form. You may still communicate with Dr. Seto by telephone, regular mail and in person.

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How do I communicate with Dr. Seto via e-mail?

To communicate with Dr. Gary Seto and South Pasadena Family Medicine via e-mail, simply send your e-mail to **drgaryseto@me.com**.

You can expect a response to your e-mail question or message usually within 24 hours. On weekends or holidays or if Dr. Seto is away on vacation, then it may take up to 48 hours for a response. If you do not get an e-mail reply within the expected time, you should assume that your e-mail was not received. You should then call the office with your question or request.

Can I send text messages to Dr. Seto?

Because text messages are not secure and limited in how much information can be sent, Dr. Seto prefers not to communicate via text messages. If you must send Dr. Seto a text message, please keep messages brief and do not discuss sensitive subject matter.

Is there a way to send confidential messages to my doctor?

You can send a secure and confidential electronic message to Dr. Gary Seto and South Pasadena Family Medicine by visiting <http://www.drgaryseto.com> and registering using the provided links. This is more secure and private than regular e-mail.

1. I have read the information above about e-mail/texting policies and privacy, and have received answers to all of my questions about using e-mail/text to communicate with Dr. Seto and South Pasadena Family Practice Medicine.
2. I understand that any e-mail/texts that I send may be seen by people other than my doctor and that the Internet is not an error-free network. I understand that e-mail/texting is never appropriate for urgent or emergency situations, or sensitive subjects.
3. I understand the terms outlined in this notice, and I consent to the use of e-mail in addition to other methods of communication with South Pasadena Family Medicine.
4. It is my responsibility to notify Dr. Seto and South Pasadena Family Medicine in writing if my e-mail address changes.
5. I understand that either I or my doctor may choose to discontinue the use of e-mail communication at any time.

Patient Name: _____ Date: _____

Signature: _____

E-mail Address(es): _____