

# **EMSI E-mail and Texting Policy**

## **How will EMSI use E-mail and/or Text?**

- EMSI will limit e-mail/text correspondence to established patients who are adults 18 years of age or older and/or the legal representative(s) of the established patient(s);
- EMSI may use e-mail/text to communicate device and supply needs;
- EMSI may use e-mail/text to confirm usage compliance;
- EMSI may use e-mail/text to communicate questions/concerns about the patient's demographics;
- EMSI may use e-mail/text to answer/communicate information regarding billing; and,
- EMSI may use e-mail/text to communicate treatment and payment information.

## **Guidelines for E-mail/Text Communication:**

- Take precautions to protect the confidentiality of e-mail/text such as safeguarding your computer password and limiting access to your phone through password protection;
- Include your name and phone number in the body of the message;
- Always proof your message and the recipient's address to ensure accuracy; and,
- Inform EMSI of changes to your e-mail address/phone number.

## **Risks Associated with E-mail/Text Use:**

- E-mail/Text can be received by unintended recipients;
- E-mail/Text can be circulated, forwarded and stored in electronic and paper files;
- E-mail/Text senders can easily type in the wrong e-mail address/phone number; and,
- Back-up copies of e-mail/text may exist even after the sender/recipient delete his/her copy.

## **Ability to Opt-out:**

- Patients have the ability at any time to opt-out of using email communication by notifying EMSI in writing and/or by simply not communicating with EMSI via this method.

## **In a Medical Emergency Do Not Use E-mail.....call 911.**