



Email Policy and Agreement

Chestnut Hill Pediatrics offers patients/families/caregivers the opportunity to communicate with our practice securely through an encrypted system called Mychart. Sometimes contacting our practice through Mychart is not possible due to technology or the adolescent privacy policy which prevents parent access. In these situations, Chestnut Hill Pediatrics offers patients/families/ caregivers the opportunity to receive limited medical information by email.

Examples of when to use email instead of the patient portal include:

- When communicating with your child's medical or school team using a group email (The patient portal cannot accept this type of message)
- If your child is 13 years or older and you no longer have access to their patient portal account

Please be aware that transmitting patient information by email has a number of risks that patients/families/caregivers should consider before using email. These include, but are not limited to:

- Email can be circulated, forwarded, and stored in numerous paper and electronic files
- Email can be immediately broadcast worldwide and be received by many intended and unintended recipients
- Email senders can easily misaddress an email
- Email is easier to falsify than handwritten or signed documents
- Backup copies of email may exist even after the sender or the recipient has deleted his or her copy
- Employers and on-line services have a right to archive and inspect emails transmitted through their systems
- Email can be intercepted, altered, forwarded, or used without authorization or detection
- Email can be used to introduce viruses into computer systems

Chestnut Hill Pediatrics will use reasonable means to protect the security and confidentiality of email information sent and received. However, because of the risks outlined above, Chestnut Hill Pediatrics cannot guarantee the security and confidentiality of email communication, and will not be liable for improper use and/or disclosure of confidential information that is not caused by Chestnut Hill Pediatrics' intentional misconduct.

All emails to or from the patient/family/caregiver concerning diagnosis or treatment will be printed out and made part of the patient's medical record. Because they are a part of the medical record, other individuals authorized to access the medical record will have access to those emails.

Chestnut Hill Pediatrics agrees to the use of the following safeguards to protect patient confidentiality.

- Chestnut Hill Pediatrics will check the email address for accuracy before sending
- Chestnut Hill Pediatrics may forward emails internally to Chestnut Hill Pediatrics staff and agents as necessary for diagnosis, treatment, reimbursement, and other handling
- Chestnut Hill Pediatrics will not forward email to independent third parties without the patient's prior written consent, except as authorized or required by law

- Chestnut Hill Pediatrics will not engage in email communication that is unlawful, such as unlawfully practicing medicine across state lines
- Chestnut Hill Pediatrics will respond to emails within 1–2 business days. If you need to speak to someone sooner please call the office at 617-277-2541.

By signing this agreement the patient/family/caregiver agrees to the following:

- Email will not be used for communication regarding sensitive medical information, such as information regarding sexually transmitted diseases, AIDS/HIV, mental health, developmental disability, substance abuse, parental disagreements or custody issues, acutely ill or injured patients, and/or any urgent matter
- All email communications will include: (1) the first and last name and date of birth of the patient and (2) the category of the communication in the email's subject line (ex. billing question)
- The patient/family/caregiver will inform Chestnut Hill Pediatrics of any types of information the patient does not want to be sent by email
- The patient/family/caregiver will be responsible for protecting his/her password or other means of access to email.
- Chestnut Hill Pediatrics is not liable for breaches of confidentiality caused by the patient or any third party
- The patient/family/caregiver will inform Chestnut Hill Pediatrics of any changes his/her email address
- If the patient/family/caregiver no longer wishes to receive email communication from the practice the patient/family/caregiver will inform Chestnut Hill Pediatrics through email or other written communication

Email communication should only be used for non-urgent matters. Please call our office regarding any very ill or injured patients, and for any urgent needs.

Authorization

I acknowledge that I have read and fully understand the information Chestnut Hill Pediatrics has provided me regarding the risks of using email. I understand the risks associated with the communication of email between Chestnut Hill Pediatrics and me, and consent to the conditions outlined in this agreement. I understand that Chestnut Hill Pediatrics reserves the right to discontinue access to email if not used according to this agreement.

Patient name: _____ Date of birth: _____

Signature of patient (If over 13 years old):

Date: _____

Name of parent/guardian: _____
Signature of parent/guardian:

Date: _____

Email address to be used:
