

## EMAIL POLICIES

While email is a convenient and efficient tool for communicating, it poses a number of challenges and potential risks when used in the context of medical care. Issues such as technical failures, lost or misdirected emails, or a breach in privacy/confidentiality are some of the reasons that Dr. Levin does not use emails to provide clinical care, advice, guidance, etc. Emails are never to be used for addressing urgent or emergency situations because of the uncertainty regarding whether or when they will be received or read. In addition, email should not replace the essential interpersonal interactions that create and maintain important aspects of the patient-physician relationship.

Diagnosis and treatment via e-mail can be considered sub-standard care. This mode of communication often does not provide adequate data to the physician to make the most informed decision. This is especially true in psychiatry, where evaluating diagnosis, treatment response, etc. can rely heavily on the physician's observations of the patient.

Therefore, please note the following:

- Email use is appropriate for administrative purposes only, such as scheduling appointments or requesting medication refills.
- Please do not use email for any clinical issues, such as worsening of symptoms, new symptoms, medication side effects, or other clinical questions.
- The content of email communication is considered part of your medical record.
- Emails are never to be used for urgent or emergency situations because of the uncertainty regarding whether or when they will be received or read. For urgent clinical issues, you may have me paged at 424-442-0194. If you are having a medical emergency, please call 911 or go to the closest emergency room.
- Emails to Dr. Levin will be responded to as soon as possible, but no time frame can be guaranteed. If you are not sure that email can properly address your issue, please call the office instead at 310-494-0108.

I have read and understand the above email policies and agree to these terms. I understand that information contained in email communications is not secure, therefore there is a high risk for loss of confidentiality.

Patient or Guardian Signature: \_\_\_\_\_

Printed Name: \_\_\_\_\_

Date: \_\_\_\_\_

Relationship to Patient (if applicable): \_\_\_\_\_