

E-Mail Policy

To better serve our patients, Palm Beach Fertility Center has established an e-mail policy that allows for limited e-mail communication with our patients. For routine matters that do not require immediate response, please feel free to e-mail our office staff.

Please remember e-mail communication is not appropriate for use in an emergency!

We will strive to respond to all routine patient communication within 72 hours. Please note that our service provider may delay message delivery, and that this function is out of our control. Should you require urgent or immediate attention, please call our office, the nurse on call, your physician, or the answering service directly.

Types of communication that are appropriate for e-mail include the following:

- **Scheduling inquiries**
- **Billing or insurance questions**
- **Requests for educational materials**

When sending an e-mail, please put the subject of your message in the subject line so we can process it more efficiently. Also, be sure to include your full name and return phone number in the body of the message. We also request that you acknowledge receipt of e-mail coming from this office by using the auto-reply feature.

Please contact the office directly for HIV, mental health issues, work related injuries, disability issues and all medical related questions.

Palm Beach Fertility Center is dedicated to keeping your medical record information confidential. Despite our best efforts, due to the nature of e-mail, unauthorized third parties may gain access to messages.

When communicating from work, you should be aware that some companies consider e-mail corporate property and your messages may be monitored.

This office will not be responsible for information loss or delay or breaches in confidentiality that are due to the technical factors beyond this office's control. Please inform Palm Beach Fertility Center, in writing, if you do not wish to communicate by email.

Date: _____

Print Name: _____

Signature: _____