

Patient Guide to Secure eMail Communication

NORTHSIDE/ NORTHPOINT OB-GYN

Why use secure email to communicate with us?

Secure email communication has a number of advantages over other types of communication. It's fast, convenient, and efficient. It also works well for many of the questions, requests or messages you may have for our practice, such as prescription refill requests, appointment scheduling, and non-urgent medical questions.

This guide will help answer some of your questions about this new service. If you still have questions after reading this brochure, please talk with your doctor or any Northside/ Northpoint Ob-Gyn team member.

What should I know about secure email communication?

You should know that secure messages you send to your doctor may be read by designated staff in our practice. Like phone calls, secure emails may be screened by office staff before being routed to the appropriate person for a response. Copies of your secure emails may be placed in your medical record.

Northside/Northpoint Ob-Gyn is not responsible for technical difficulties or network infractions beyond the computer and software systems we operate.

What types of communication are appropriate for Secure eMail?

The following types of requests or messages are appropriate for Secure eMail:

- Prescription refill requests
- Appointment scheduling
- Non-urgent medical advice
- Non-urgent medical follow-up (including some types of test results)
- Non-urgent medical correspondence

While many subjects are appropriate for email communication, it is ultimately a decision between you and your clinician.

Please keep in mind that although Secure eMail can be a very effective tool, it is not a substitute for a physical exam by your doctor. Please call the office if you feel you need to see your doctor.

How do I communicate with my doctor via Secure eMail?

You can expect a response to your email question or message within two business days. You should not expect to receive a response on weekends or holidays or any other time the office may be closed.