

Name: _____
DOB: _____
MRN: _____

Electronic Mail Information and Consent Form

University Health Services provides for patients and their providers to communicate by email. During your visit with your provider, discussions regarding electronic mail should be held. Some providers do not accept electronic mail. If you and your provider have agreed on electronic mail this information and consent form will need to be reviewed and signed. Your provider will give you their email address.

- Emails sent between patients and providers at University Health Services cannot be guaranteed to be confidential. UHS does not have encryption software and, therefore, does not guarantee the confidentiality of emails.
- Appropriate uses of email include:
 - . Appropriate reminders/No show notifications
 - . Health education information
 - . Immunization reminders/updates
 - . Normal test results of a non-sensitive nature
 - . Requests from provider for a telephone call
 - . Referral requests
- Emails to your practitioner must include your legal name and second identifier, such as student # or date of birth.
- Do not use emails for **urgent** or **emergency problems**.
- Emails will be printed and will become part of your medical record.
- Emails may be shared with another UHS provider involved in your care.
- If after corresponding by email, you feel your situation has changed and you need a more immediate response, please call UHS directly at 577-5000.
- Please carefully consider whether you want to use email for information you may consider especially sensitive such as abnormal laboratory tests, HIV, mental health issues or substance abuse.
- Providers will try to respond within 72 hours. If you do not hear from them by that time, please call UHS. An away message should be on their email giving details.

Acknowledgement:

By signing this form, you acknowledge that you have read, understand and accept the risks of email communication.

Patient Name: _____ Date: _____

Patient Signature: _____

University Health Services/University of Massachusetts Amherst