

E-MAIL POLICY

Internal Medicine/Richard Gobao, M.D. will offer an email service to our patients. The purpose of this service is to make it easier for you as our patient to contact us for specific reasons. ***Please note that that our responses will be encrypted to protect your privacy. Unless you enable the encryption feature on your web browser your email requests will not be secure.*** Please read the following guidelines:

1. Messages received before 3:00 PM will be addressed that day. Those received after 3:00 PM will be answered the next business day
2. The email service will be for the following purposes:
 - a. to request an appointment.
 - b. to request a refill of your medication; you must include the drug, dose, amount, and pharmacy number.
 - c. to request lab and x-ray results.
 - d. to inquire about routine office policies.
 - e. to request a referral.

These are the only categories that will be answered. If we determine that your email does not meet the above guidelines; we will ask you to schedule an appointment to discuss your problem. If you repeatedly do not follow the above guidelines, your email privilege will be terminated. Additionally, any email that may contain disrespectful language, harsh criticism, or inflammatory/derogatory comments will result in immediate termination of your email privilege and potential discharge from this practice.

3. Messages that are **unacceptable** are:
 - a. those requesting prescriptions for treatment of acute minor illness. If you are ill please call and schedule an appointment.
 - b. those that describe a medical emergency. If you are seriously ill, please go to the nearest emergency room.
 - c. messages that request medical treatment.
 - d. messages that have an attachment. These emails will not be opened by the staff and will be immediately deleted.
4. Message format: Please list your name and date of birth, and please be concise with your message. For the subject of your email please use one of the following: Appointment Request, Prescription Refill, Lab/Testing Result, General Office Inquiry, and Referral Request.
5. Please engage "**auto reply**" to acknowledge receipt of our response.

Privacy Issues

1. We will use your email address **only** for your care.
2. We will not give your email address to any third party.
3. Our replies will be encrypted. Unless you enable the encryption feature on your email client your email request will not be secured.
4. Internal Medicine/Richard Gobao, M.D. will not be responsible for the confidentiality of your email messages; nor will we be responsible for any information lost because of computer malfunction.
5. We will not use email to discuss sensitive issues such as drug and alcohol use, HIV, and mental health conditions, unless we have your permission to do so.
6. ***Please observe the above guidelines.*** Internal Medicine/Richard Gobao, M.D. reserves the right to terminate individual email access should you not follow the above directions.

If you are agreeable to the above terms, please sign the attached email agreement, and either fax it to our office @ 412/279-5378 or mail to Internal Medicine/Richard A. Gobao, MD, LLC, 393 Vanadium Road, Suite 307, Pittsburgh, PA 15243.