



## **Communication Policy**

### ***Email/Portal Message***

We recognize that email/portal message is a quick and convenient way to communicate with your provider. Please note the following policies regarding email/portal message communication:

1. Email is not always secure or confidential. We will do the best to protect any information transmitted by email, but cannot guarantee its privacy or security. In order to maximize privacy, please do not send information which you would absolutely not want shared; email can not be guaranteed secure. For more secure communication please use the patient portal system. If you are having any trouble accessing your patient portal please call the office, we will be happy to help you through setting it up or trouble shooting it.
2. We will do our best to reply to emails within 72 hours. There is always a chance that an email is not properly sent/received. If you do not hear from us, please follow up with another email or by telephone. Thank you for your patience in times when we are experiencing higher volumes of emails, portal messages, and calls. As always please go to your nearest hospital if you are experiencing urgent concerns or an emergency.

### ***Phone***

While portal message is the best way to communicate with Dr. Goldenberg after or between visits, we do understand that is not a possible form of communication for everyone. For those individuals who are not comfortable with portal message or email, you may request for the office manager Ali to relay your questions to Dr. Goldenberg.

- 1) For questions related to your current treatment plan that can be answered by reviewing your aftercare instructions Ali can answer directly and you will not be billed. Please note that Ali is not medically trained and can only convey information that has already been put forth in your written treatment plan.
- 2) For questions related to your current treatment plan that are not made clear by your aftercare instructions, Ali will send your question to Dr. Goldenberg, and relay his clarifying answer over the phone. Please allow us 72 hours to answer your question. If you have not received a response in 72 hours please call us at the office to check in on the status of your question. If your question is time sensitive or urgent please discuss this question with your General Provider or seek care through a hospital or urgent care.

- 3) For questions not directly related to your current treatment plan, these ideally should be addressed in a follow-up visit. If you feel you do not need a full length follow up a visit to address your question, or if your question is time sensitive and there is not a follow-up appointment available soon enough, please inquire with Ali about setting up a **billed 15-min phone call with Dr. Goldenberg**. Please see our billing policy below for more information.

## Billing Policy

We recognize that a quick medical question is often easiest to send through email, portal message, or a quick call on the phone. Due to an increasing volume of questions of this nature, we have a communication billing policy.

### The following time will NOT be billed for:

1. Clarification of your most recent treatment plan.
2. Refills, billing and scheduling questions
3. If you wish to send an update on your care and don't need a reply, please put "No Reply Necessary" in the subject line to ensure you will not be billed or if calling please let Ali know.

### You will be billed for:

Questions regarding a new concern or questions unrelated to your treatment plan should ideally be addressed in a phone or office visit. If an office visit is not immediately available, you may request to have these questions answered via email/portal message, or in a phone appointment, but you will incur a charge for the time it takes to read the email or take the call, review your chart, and do any research necessary to answer your questions. **You will be billed in 15-minute increments at responder's hourly rate.** Please make sure you have an updated credit card on file if you'd like to take advantage of this service. Some examples are listed below.

### Examples:

#### NO FEE

Example: Does it matter if I take the Red Yeast Rice at night or in the morning? With or without food?

OR

I notice I get a headache after taking the Candibactins, any advice?

#### FEE

Example: I recently had labs run by my endocrinologist do you have any input based on the results?

OR

I think I might be getting an infection (flu, food poisoning) what do you recommend?

I have read the Communication agreement and agree to the terms.

\_\_\_\_\_ (initial)

Patient / Guardian Signature: \_\_\_\_\_

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

We appreciate your consideration in following this policy. If you have any questions or concerns, please contact us at your convenience.