

Communication Policy

Email Message

We recognize that an email message is a quick and convenient way to communicate. Please note the following policies regarding email 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 email messages are the best way to communicate with Dr. Goldenberg after or between consults, we do understand that is not a possible form of communication for everyone. For those individuals who are not comfortable with email, you may request for the office manager Michele, to relay your questions to Dr. Goldenberg.

The following time will NOT be billed for:

- Clarification of your most recent treatment plan.
- Refills, billing and scheduling questions
- 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.

You will be billed for:

Questions regarding a new concern or questions unrelated to your treatment plan should ideally be addressed in a return consultation. If a return consultation appointment is not immediately available, you may request to have these questions answered via email but you will incur a charge for the time it takes to read the email, review your summary and do any research necessary to answer your questions. You will be billed in 15-minute increments at the 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.

Card Number: _____ Exp. Date: _____ CVC Code: _____

Name on Card: _____ Billing Zip Code: _____

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

_____/_____/_____
Consultee Signature Date Printed Name

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