



THE NEW YORK
AESTHETIC CONSULTANTS
PLASTIC, LASER & DERMASURGERY

DERMASURGERY
RON M. SHELTON, M.D., F.A.A.D.

NEW YORK OFFICE-BASED SURGERY, PLLC

PLASTIC SURGERY
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POLICY FOR ELECTRONIC MAIL (EMAIL)

This Email policy provides information regarding how the New York Aesthetic Consultants, LLP (the "Practice") may utilize email as a form of communication and the risks associated with the use of email, conditions for the use of email and guidelines for proper email communication.

IN A MEDICAL EMERGENCY, CALL 911, DO NOT USE EMAIL

Conditions for Use

- Email correspondence is only available for established patients.
- The Practice will only use email to communicate with persons over the age of 18.
- Email may not be utilized for sensitive (i.e. sexually transmitted diseases, HIV, substance abuse, etc) or urgent issues. If you have an urgent concern, contact the Practice at (212) 593-1818 or dial 911 in an emergency.
- It is your responsibility to inform the Practice of any types of information that you do not want to be sent by email.
- The Practice does not guarantee that any particular email will be read or responded to.
- It is the patient's responsibility to follow up and/or schedule an appointment if warranted.
- Do not send attachments by email.

Guidelines for Proper Email Communication

- All emails will be made a part of your medical record and therefore accessible by individuals authorized to access the medical record.
- Your emails may be forwarded to appropriate members of the Practice staff, as is determined necessary by the Practice, and your emails may be responded to by appropriate members of the Practice staff, as is determined necessary by the Practice.
- Please refer to the Practice's Notice of Privacy Policy for information regarding permitted uses and disclosures of your protected health information.
- Include the general topic (i.e. advice, refill, etc) in the subject line of your email. Include your name and phone number in the body of the email.
- Do NOT email time sensitive topics to the Practice. Instead, contact the Practice at (212) 593-1818.
- If you have not received a response to an email within a reasonable time period, it is your responsibility to contact the Practice at (212) 593-1818.

- Use precautions to protect your email. For example, ensure you are maintaining a secure computer password.
- Inform the Practice immediately upon any change of your email address or unauthorized access.
- Inform the Practice immediately upon request that the Practice no longer utilize email as a means of communication.
- Emails should be brief and concise. Please schedule an appointment if the issue is too complex to discuss via email.
- Please confirm with the Practice that you have received and read an email from the Practice.
- Email is not a substitute for care or attendance at your scheduled visit, and is not intended to serve as a modality for you to discuss medical issues, but rather is a communication utilized for your convenience predominantly for scheduling and follow-up questions. You are expected to communicate with the Practice via telephone and during a scheduled appointment all medically related inquiries.
- The Practice will use reasonable means to protect the security and confidentiality of email information sent and received. However, the Practice cannot guarantee the security and confidentiality of email communication and will not be responsible or liable for messages that are not received or for disclosures of confidential information.
- The Practice may cease the use, disallow or restrict email communication at any time.

Communicating with the Practice via email has several risks, including but not limited to the following:

- Email, your server and delivery mechanism may not be secure and protected.
- Email can be easily circulated, forwarded and stored in paper and electronic files.
- Backup copies of emails may exist even after the sender or recipient has deleted their copy.
- Email may be received by unintended recipients, especially because of the risk of entering the wrong email address.
- Email may be intercepted, altered, forwarded or used without authorization or detection.
- Email can be utilized to introduce viruses into computer systems.
- Employers and on-line services have a right to inspect email transmitted through their systems.
- Email can be used as evidence in court.
- Email poses serious risks to privacy and confidentiality.
- There is no way to validate the identity of the parties engaged in emailing.
- There may be a significant delay in the receipt or response to an email.

IN A MEDICAL EMERGENCY, CALL 911, DO NOT USE EMAIL

Should you have any questions or concerns regarding email as a means of communicating with the Practice, please contact the Practice at (212) 593-1818.

By signing below, I acknowledge the receipt of Email Policy and I understand that a copy of this policy can be provided to me upon request.

Patient Name: _____ ***Signature*** _____ ***Date*** ____/____/____

Parent/Legal Guardian (if patient is under 18 y/old) _____ ***Date*** ____/____/____