



## ONLINE COMMUNICATIONS INFORMED CONSENT

### **Conditions of Using Online Communications**

- Back to Normal Physical Therapy (BTN) will print out or store electronically a copy of all medically important online communication and include it in your medical record. This means that appropriate members of our staff will have access to these communications as part of our medical records keeping, treatment and billing.
- We will not forward online communications with you to third parties except as authorized or required by law.
- You agree to follow the procedures that we implement that will allow us to verify your identity in connection with online communications and you acknowledge that failure to comply with these procedures may terminate our online communications.
- Online communications will be used only for limited purposes. It cannot be used for emergencies or time-sensitive matters. If there is any information that you don't want transmitted via online communications, you must notify us.
- We will make every attempt to respond within the time frame we have designated. However, there may be times when this is not feasible, and you understand and agree to accept variations in response times and use other forms of communications with our office if online responses are not satisfactory to you.
- While we will take reasonable precautions to protect your information, we are not liable for improper disclosure of confidential information unless it was caused by our intentional misconduct.
- Follow-up is your responsibility. You are responsible for scheduling any necessary appointments and for determining if an unanswered online communications wasn't received.
- You are responsible for taking steps to protect yourself from unauthorized use of online communications, such as keeping your password confidential. We are not responsible for breaches of confidentiality caused by you or an independent third party.
- We will not engage in any illegal online communication, including illegally practicing medicine across state lines.

### **Access to Online Communications**

The following pertains to access to and use of online communications:

- Online communications does not decrease or diminish any other ways in which you can communicate or see us. It is an additional option and not a replacement. You are encouraged to contact our office via telephone, mail or in person, as always, if you have any questions or needs.
- We will decide which medical topics are appropriate for online communications and with whom we communicate online.
- We may stop providing online communications with you or change our online services provided at any time without prior notification to you.

### **Risks of Using Online Communications**

All medical communications carry some level of risk. While the likelihood of risks associated with the use of online communications, particularly in a secure environment, are substantially reduced, they are nonetheless real and very important to understand. It is very important that you consider these risks each time you plan to communicate with us, and communicate in such a fashion as to mitigate the potential for any of these risks. These risks include, but are not limited to:

- Online communication may travel much further than you planned. It is easier for online communications to be forwarded, intercepted, or even changed without your knowledge.
- Online communications is easier to falsify than handwritten or signed hard copies. A dishonest person could attempt to impersonate you to try to get your medical records.
- It is harder to get rid of an online communications. Backup copies may exist on a computer or in cyberspace, even after both of us have deleted our copies.
- Online communications is not private simply because it relates to your own medical information. Employers and online services have a right to inspect and keep online communications transmitted through their system.
- Online communications are also admissible as evidence in court.
- Online communications may disrupt or damage your computer if a computer virus is attached.

### **Patient Acknowledgement and Agreement**

My signature in BTN's Financial Agreement and Patient Information Forms represents my acknowledgement that I have read and fully understand this consent form. I understand the risks associated with the communication of online communications between BTN and me, and consent to the conditions outlined herein. In addition, I agree to the instructions outlined herein, as well as any other instructions that BTN may impose to communicate with me via online communications. I have had a chance to ask any questions that I had and to receive answers. I have been proactive about asking questions related to this consent agreement. My questions have been answered and I understand and concur with the information provided in the answers.