



Nutritious Thoughts' Electronic Communication Policy & Guidelines

Electronic Communication Policy

Electronic communication offers an efficient way to communicate with you and Nutritious Thoughts' staff. However, this medium is not without its risks. Secure electronic messaging is always preferred to insecure email for more sensitive PHI. Though we take many steps to ensure confidentiality, if we are in communication via email, you are accepting the risk that a third party may intercept our communication, as standard email does not provide a secure means of communication. Our providers will use the minimum necessary amount of PHI when responding to your questions or communicating information to you via email. Nutritious Thoughts will not be liable for improper disclosure of confidential information that is not caused by our intentional misconduct.

Guidelines for Use of Electronic Communication

- Email, phone calls and/or texting is not appropriate for urgent matters or an emergency situation; instead please call 911 or go to your nearest emergency room.
- Emails should be concise. You should schedule an appointment if the issue is too complex or sensitive to discuss via these mediums.
- Nutritious Thoughts' staff members typically check messages within 48 hours, however there may be exceptions.
- Nutritious Thoughts' staff members will not forward client identifiable emails to others outside this practice without the client's prior written or verbal consent, except as authorized or required by law, and we will never distribute a client's email address to a third party.
- Nutritious Thoughts is not liable for breach of confidentiality caused by the client or any third party.
- Inform your provider of changes in your contact information including email and phone numbers.
- Please do not give your dietitians email address to a third party.
- **Email is reserved for business matters only. Client may be dismissed for inappropriate Electronic Communication.**