



Rocky Mountain
EAR CENTER, P.C.

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ROCKY MOUNTAIN COCHLEAR
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ROCKY MOUNTAIN EAR CENTER, PC
ELECTRONIC COMMUNICATION AUTHORIZATION

By authorizing the use of email for patient/provider communication the patient acknowledges that the information in the email contains confidential health information that is legally privileged and is only intended for the use of the individual named in this document. Rocky Mountain Ear Center, PC is not liable for any miscommunication via an incorrect email address, for information loss due to technical failures or any other miscommunications inherent to electronic communication.

It is essential to note that email is not to be used for urgent problems or if a timely response is required. If an urgent issue occurs, the patient is to use the alternative form of communication, telephone the office: 303-783-9220. Prescription requests and refills will not be provided through the email format. Prescription requests must be made by your pharmacy via a fax request to Rocky Mountain Ear Center PC only. The fax number is: 303-806-6292.

When using email as a form of communication the patient acknowledges that emails may be opened by any member of the Rocky Mountain Ear Center PC staff, and that emails may require three (3) business days for a response. Should it be necessary, an email may be forwarded within the practice to another provider, but will not be forwarded outside the staff of Rocky Mountain Ear Center, PC. Rocky Mountain Ear Center PC will configure its computer system to send an automatic reply to acknowledge receipt of incoming messages from patients. It is requested by Rocky Mountain Ear Center, PC that all patients planning to email staff at Rocky Mountain Ear Center, PC, to configure their computer to utilize their auto reply feature as well.

All patients' intent on using email as communication must provide their full, legal name and date of birth within the body of the email and/or in the signature of each email. There will be a standard block of text, including a disclaimer, at the end of each email message to all patients that will include the provider's name and contact information. All emails should be concise. As regulated by HIPAA, these guidelines must be observed. Should an email become too lengthy or complicated, the email may be converted to a phone call or office visit at the discretion of the provider. Additionally, the patient waives any encryption requirements. If requests are not adhered to, RMEC can withdraw the option of email communication. All emails will be converted to printed text and filed in the patient record.

Rocky Mountain Ear Center, PC provides reasonable firewall and password protection within its workstations. All "To" fields will be double-checked prior to sending messages to assure extra security for the patient. All Rocky Mountain Ear Center, PC staff will be well-informed of the policies and procedures for electronic email communication to and from patients.

Patient Name:	Person Authorized to sign for Patient
_____ Signature	_____ Signature
_____ Print	_____ Print
_____ Date of Birth	_____ Relationship to Patient
_____ Date	
Email Address: _____	