

# R G M: Email and Text Policies

• **Do not use text, e-mail or the website internet contact form for urgent matters.** Recommended uses are appointment scheduling (but not cancellations via email), inquiries on approvals or forms, or general questions regarding logistics (but not treatment concerns).

**!!!!DO NOT USE EMAIL TO CANCEL APPOINTMENTS!!!!**

**Appointments can be canceled by Text or Phone (937-602-4233)**

• **Issues of time-sensitive nature, such as medical emergencies, should not be discussed via text or e-mail. Sensitive and highly confidential subjects can be intercepted and are not to be considered confidential while in transit.**

• Once received, your email will become part of your confidential and protected health information maintained in our office.

• You should include in the subject line the nature of your e-mail, i.e. "appointment" or "medical advice", etc. Do not use your name in the subject line.

• Please identify yourself in your email or text.

• You should expect a reply to your email within 48 business hours. If you feel an unreasonable time has passed with no response, please call our office.

**As your medical provider who will be sending or receiving your e-mail, we agree to:**

• Use password protected workstations, and never to forward the e-mail via the internet outside of RGM Psychotherapy Resources, Inc. to a third party. When necessary the message may be forwarded to another RGM employee for a response.

• RGM will not use or release your e-mail address for the purposes of marketing or related functions.

RGM will not use email to advertise or promote any program or material created by RGM.

• RGM will use encryption when encryption technology is available, user-friendly and practical.

• RGM will print your email messages and provide a paper copy for reference in your medical record or maintain it in any future electronic medical record charting system we may install in the future.

• RGM will not use e-mail for any urgent, highly sensitive or confidential medical information that may put your health or privacy at increased risk. For example, we will call you with any test results that may need immediate attention or treatment.

• RGM will use discrete subject headers.

• RGM Psychotherapy Resources, Inc. cannot guarantee confidentiality of messages sent over the internet nor can

we be held responsible for failure in computer hardware or software, or misdirected messages.

• RGM will only be checking e-mail during normal business hours.

**E-mail address for RGM is as follows: [raymesser11@gmail.com](mailto:raymesser11@gmail.com)**

**TEXT MESSAGING (937-602-4233)**

**DO:**

• Cancel appointments via text • Use your name • Be brief • Confirm Appointments • Request phone contact • request that RGM check an email

• Clarify appointment times • Advise RGM of delays • Advise RGM of last minute emergencies

**DO NOT:**

• Attempt to converse regarding treatment matters • Expect immediate responses from RGM (delays can be up to a day) • Send texts after 10 PM or Before 6 AM any day of the week.

**EMERGENCY CONTACT (937-602-4233)**

**Emergency Contact with RGM must be made by calling 937-602-4233 (ANYTIME); the outgoing message on that phone indicates "if this is an emergency, hang up and call back immediately;" every attempt will be made for RGM to be available; HOWEVER, total availability is impossible.**

**When RGM is unavailable, emergency contact should be made with CRISIS CARE (937-224-4646) or 911.**

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Signature

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date