

Online Communication Rules of Engagement

Online Communication refers to using the Patient Portal to communicate with our office for matters that require a physician’s professional opinion, or for administrative matters. To be able to respond to each inquiry in a concise and efficient manner, and allow for proper routing of a request, we require that our patients honor the following format:

- Please make only one inquiry at a time. That is, only one question for each online inquiry received by our office through the Patient Portal. We call this a “Patient Case”.
- Enter the nature of the request in the subject line.
- If you have more than one inquiry, please create a separate “Patient Case” for each inquiry.
- Please describe your inquiry first, and follow this with a brief description or explanation, if needed.
- Assign the appropriate category to your request through the Patient Portal (Medical Question, Administrative or Appointment Request, etc.).
- Please do not exceed the number of characters allowed in one “Patient Case”. Please keep the inquiry brief and to the point.
- Patient Portal is not appropriate for interactive discussions. Please avoid back and forth questions and responses. We will attempt to provide final responses to each inquiry.
- The number of portal inquiries is limited. One or two inquiries, which may help with the clarification of plans after each visit, is reasonable.
- Please follow the physician’s recommendation, if any.

I agree to comply with the above.

Patient Name:		Date:	
Patient/Guarantor Signature:			

Online Communication Rules of Engagement (cont.)

- You will be advised if your inquiry requires an office or phone visit.
- Office and phone visits are subject to an additional fee.
- We do our best to respond to each question to “Close” the inquiry in a “Patient Case”.
- With a “Patient Case” finalized, you may see something like the following language: “Response finalized. Please create new Patient Case, or call the office, if needed.”
- When enrolled in Support & Convenience Programs, there will be no charge for brief medical inquiries that do not require an interactive discussion, formal office evaluation and/or counseling.
- When NOT enrolled in Support & Convenience Programs, there will be a fee of \$45 for brief medical inquiries that we respond to through the Patient Portal.
- Medical inquiries presented online become part of the patient’s medical records. This function is automatic for inquiries presented through the Patient Portal. In contrast, medical inquiries presented through email require transfer of the information to the patient’s medical records. We may charge you a \$15 transcription fee for this transfer of information.
- If needed, please adjust your SPAM filter to accept emails from: LA Integrative Gastroenterology: noreply@mail.patient-message.com
- Due to security reasons imposed by our software vendors, our international patients may require a broadband VPN and a USA based email to be able to use the Patient Portal. We may offer these patients an “Online Communication Agreement” on a case by case basis.

I agree to comply with the above.

Patient Name:		Date:	
Patient/Guarantor Signature:			