



Electronic Communications Agreement

Mint Health Clinics Lone Tree (MHCLT) communicates electronically with members through the following channels.

Secure Text Messaging, Phone Calls, and Video Communications

We use the *Spruce Health* app for secure text, phone, or video communications via desktop or phone. When you join MHCLT as a member, you will receive instructions on how to use *Spruce Health*. You can find more details about this app here:

<https://www.sprucehealth.com/>

In addition to *Spruce Health*, we may also use *Elation Integrated Video* for video communications. The *Elation Integrated Video* service is powered by Zoom, so you will use Zoom to communicate when using this service.

Both *Spruce Health* and *Elation Integrated Video* are secure and HIPAA-compliant.

Secure Email

We use the *Elation Passport* app for secure communications via email. You can also use this app to see a read-only view of your medical record. When you join MHCLT as a member, you will receive instructions on how to use *Elation Passport*. You can find more details about this app here: <https://www.elationhealth.com/passport/>

Elation Passport is secure and HIPAA-compliant.

Uses of Non-Secure Electronic Communications

MHCLT may use non-secure communications, like regular email or phone calls, for the following purposes:

- General messages like making or changing appointments, billing issues, or other questions that can be answered by an appropriate staff person
- Appointment cancellation
- Prescription renewals (for existing prescriptions). Response time is typically 1-2 business days
- Some, but not all, medical questions can be handled through electronic channels. We do not answer medical questions sent through non-secure channels, such as the general clinic email account

Emergencies

In the event of an emergency, or a situation in which you could reasonably expect to develop into an emergency, do not use electronic communications with us. **Call 9-1-1 or go to the nearest emergency room**, and follow the directions of emergency personnel.

Time-sensitive Issues

Please be aware that your physician may not see weekday messages until the end of the afternoon, and messages sent via *Elation Passport* or *Spruce Health* on the weekend might not be read until Monday mornings. If you do not receive a response to an email or text message within one day, please use another means of communication to contact your physician. Neither MHCLT nor the Physicians practicing at MHCLT will be liable to you for any loss, cost, injury, or expense caused by, or resulting from, a delay in responding to you as a result of technical failures. ALWAYS CALL if your question/concern needs a prompt answer.

Part of Your Medical Record

At the discretion of the Physicians practicing at MHCLT, the contents of electronic communications may be made a part of your permanent medical record.

Security

Take care when sending or reading messages that your device is secure and private.

Availability

If you ask us to communicate electronically with you, we will assume that you check messages at reasonable intervals. We cannot guarantee that we will respond to your messages and we understand you can't guarantee that you will respond to ours. For important issues, phone calls are best.

Sensitive Medical Information

Because electronic messages cannot be guaranteed to be 100% secure, please do not include sensitive information in messages without this consideration. However, if you initiate a conversation in which you disclose Protected Health Information (PHI) on any of our electronic communication platforms, then you authorize any physicians practicing at MHCLT to communicate with you regarding all PHI in the same format.

Opt Out

We may use electronic messaging to inform you about things related to our clinic that we believe would interest you. For example, we may send periodic newsletters with

wellness-related information. If you don't want to receive these types of electronic messages from us, please opt out of the electronic communication or let us know.

Changes

If your email address or phone number changes, please let us know.

Non-Essential Uses

We will only use your email address or phone number for communications related to our clinic. We will not give your email address or phone number to anyone who is not authorized.

Mistakes

If you believe you have received or sent a message by mistake, or one that contains errors, please let us know. Delete any messages that are not intended for you.

Other Risks

In addition to those listed above, electronic communication can have other risks and disadvantages that might cause inconvenience or harm. Everyone using electronic communications needs to use good judgment about these valuable technologies and must remember that there are alternatives that would be better for some situations.

Acknowledgement and Agreement

I acknowledge that I have read this form. I understand that electronic communication has risks, including possible risks not mentioned above. I agree to abide by the policies described above. I agree to use reasonable judgment with regard to any messages I send or receive. I do not have any unanswered questions about what this Agreement covers.

Printed name of Member or Legal Guardian

Signature of Member or Legal Guardian

Date

Email address for *Elation Passport*: _____

Cell phone number for *Spruce Health* and *Elation Integrated Video*: (____)-____-_____