

HeartSong Health In Community
36 Old Town Road Putney VT 05346 802-387-2345

POLICY STATEMENT: ADVANCED COMMUNICATION

Our Advanced Communication policy guarantees you a variety of different ways for you to communicate with your physician.

MEDICAL DISCLAIMER

Electronic methods of communication **cannot be used to diagnose and treat *new* illnesses.** They are to be used to clarify existing treatment plans, to make and change appointments, to order supplements, and discuss prescription renewals and referrals for existing medical conditions. If you contact your physician about a *new* condition, you will be asked schedule an appointment. New diagnoses can only be made during face-to-face encounters.

MEDICAL EMERGENCIES

If you think you have a condition that is life-threatening, please call 911 or report to your nearest emergency room.

Telecommunications should ***only*** be used for conditions that are NOT life-threatening. Please call HeartSong only after you have called 911 or reached an emergency room. Also, please ask that a copy of your records for your urgent care be sent to HeartSong.

PRIVACY

While telephone and web-based applications are protected according to HIPAA Privacy regulations, email at HeartSong is ***NOT***. Your physician will not, therefore, use conventional email to convey personal health information.

COMMUNICATION MODALITIES

1. **Face-to-face:** See Advanced Access Policy for details

2. **Telephone:** *The telephone may be used at any time, for any purpose.
The telephone **should** be used when you need a rapid response.*

- HeartSong's phone number is easy to remember -- 802-387-2345.
- Phone messages are checked between 10 a.m. and 10 p.m. seven days a week.

Response times:

<i>Acute concerns:</i>	<i>3 hours.</i>
<i>Non-acute concerns:</i>	<i>Same day by 10 p.m., if call comes in before 10 p.m. Next business day, if call comes in after 10 p.m.</i>

3. **Website:** *All written communication involving health information must be done using our secure website.*

- When you receive care at HeartSong, you are given a personal log-in & password.
- Call 802-387-2345 if you do not have a personal log-in.

Response time: *Same day by 10 p.m., if inquiry comes in before 9 p.m.
Next business day, if inquiry comes in after 9 p.m.*

4. **Email:** *Email may be used for communications which do not contain any health information.*

- Two email addresses are available: info@heartsonghealth.org
community@heartsonghealth.org

Response time: *24 hours*

5. **Pager:** *The pager is used after hours (10 p.m. - 10 a.m.) for acute concerns.*

- The pager number is on your dashboard on the website www.heartsonghealth.org

6. **Patient Fusion:** ***Password-protected access to personal health information is available 24 hours, 7 days a week .***

7. **Mail:** You can write to HeartSong at 36 Old Town Rd, Putney, VT 05346.

Response time: Two weeks

8. **Fax:** HeartSong's fax number is 802-387-5311.

Response time: 24 hours, Monday-Friday.