



## e-Care Visit Disclaimer

### **NEVER REQUEST AN ELECTRONIC VISIT FOR AN URGENT MEDICAL PROBLEM**

An electronic or e-Care visit is an alternative designed to efficiently respond to routine, non-complex medical problems. (Examples might include: a cold or sinus infection, a mild stomach virus, follow-up of a stable chronic condition).

An e-Care visit is not designed for complex or non-routine medical care especially problems that might require the relating of extensive history information or a thorough physical exam. E-Care visits are only offered to **established** patients. Established patients must agree that during the e-Care visit they are representing themselves and not another person.

E-Care visits are not billed by our practice to any insurer, as they are usually considered a non-covered service. The patient is always responsible for our typical e-Care visit charges. Our standard e-Care visit charge is \$35 and can be charged to your debit or credit card. The charge for the e-Care visit is processed when you submit for the e-Care Visit.

Occasionally, after reviewing your information, or during the e-Care visit it may be determined that your problem is too complex for an e-Care visit. In that case our office will schedule you for a traditional office visit and your e-Care visit fee will be applied to the patient balance related to your office visit or refunded per our practice's billing policy.

Communication during an e-Care visit will be exchanged primarily via e-mail, however on occasion, a landline phone or cellular phone may be utilized. These methods are by their very nature not as secure as a face-to-face encounter. By requesting an e-Care visit you acknowledge that personal health information will be communicated in a manner that is subject to hacking and other malicious behavior.

As with any medical service, decision, or treatment, there are risks; and, an e-Care visit is no different. Because this visit is electronic and not in person, you acknowledge that the risk may be greater than a traditional office visit, and by requesting the e-Care visit you agree to accept the outcome-even if it is undesirable. In addition you agree to abide by our office's routine policies including any policy related to litigation.