

***Oregon Naturopathic Clinic***

*Kimberly Foster ND*

541-221-1827

[www.oregonnaturopathicclinic.com](http://www.oregonnaturopathicclinic.com)

**Electronic Communication Policy  
Effective 11-24-24**

**EHR**

Our primary method of electronic communication with patients is through our EHR portal (Elation Passport). We recommend all our patients activate their EHR portal if they wish to communicate personal medical / PHI (Protected Health Information) in-between visits (please request office staff send an activation code). We ask that once patients have activated their portal that they please save their login information in a secure and easy to remember place for future use.

**Email**

We ask that patient's refrain from sending PHI via email to office staff. If a patient insists that we send PHI via email (such as a lab result) we will require that they first send us an electronic message or signed letter authorizing us to do so. Please note that there are many security risks with emailing and EHR messaging is a much more secure form of communication. Patients are welcome to send emails to office staff with customer service-related questions without advance authorization, so long as the message contains no PHI.

**Patient Responsibility**

We ask patients who want to use electronic messaging to communicate with us to agree to:

- Not use electronic messaging for medical emergencies. Please call 911.
- Follow up with Oregon Naturopathic Clinic by phone if you have not received a response to an electronic message within a reasonable time period. We try to check our electronic messages a few times per day, but there are periods where we don't check electronic messages for extended periods of time (such as holidays or vacation closures).
- Schedule an office visit for new medical conditions not discussed at a recent appointment.
- Schedule a no-cost in person concern resolution appointment if there is a customer service issue that cannot be easily resolved by electronic messaging or over the phone.

**Oregon Naturopathic Clinic Responsibility**

If you have provided us with your email address, we agree not to sell it to 3<sup>rd</sup> parties. We may however share it with professional / medical entities that help with us with providing care (such as professional product distributors and specialty lab companies).

Please also note we may send you automatic emails regarding:

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- Appointment confirmations and reminders
- Office updates, including our newsletter

### **Electronic Messaging Fees and Limitations**

Electronic messaging fees are typically included in the cost of your office visits. For our clinic to be able to continue with this fee inclusion model instead of charging additional fees for electronic messages, we ask patients to adhere to the following limitations with regards to electronic messaging.

- Patients may send EHR messaging with straightforward treatment clarification questions pertaining to medical conditions discussed at a recent appointment, but please know we have limitations for this service. In between each appointment we allow 3 messages with a length of just a few sentences each. If this limit is exceeded, we will ask you to schedule an office visit and you may be charged overage fees for the messages.
- If you have complex medical questions, need significant changes to your treatment plan, or have new concerns (have a new condition that needs to be evaluated, need a new test order or a new prescription etc.) please schedule a follow-up appointment.
- We allow unlimited electronic messaging about billing, supplement orders and other customer service issues (sent via email or EHR portal). Please send these messages to the back-office assistant and they will communicate with Dr. Kim if necessary. If there is a customer service issue that cannot be easily resolved by electronic messaging, we ask that you contact us by phone to discuss and schedule a no-cost in person concern resolution appointment if necessary.
- If you need to make or cancel an appointment, please call reception or use our online scheduling service.
- Please do not send photos or videos of your body and ask Dr. Kim to evaluate a specific medical condition. Please make an in-person appointment if you would like us to do a visual examination. Other photos (like clear pictures of supplement bottles) can be sent.
- Electronic messaging from Dr. Kim at times may be short and to the point, which we hope doesn't come off as rude. If you are needing more time and detailed answers, please schedule an office visit.