

Haile Psychiatry and Psychotherapy Group
Susan Tran, MD
Child, Adolescent, Adult and Forensic Psychiatrist

E-Mail Policy

1. E-mail correspondence with Dr. Tran is an option only after an individual is seen in the office for an initial visit and while the patient is an existing patient.
2. The following situations are **inappropriate** for E-mail correspondence and better addressed by telephone or in person at an office appointment:
 - a. Urgent problem
 - b. Complicated questions
 - c. Lengthy messages
 - d. Medical or personal information that a patient wants to be kept confidential.
3. Examples of situations appropriate for E-mail correspondence include:
 - a. Requesting certain test results
 - b. Questions related to a previous office visit.
4. Requests for appointments may be forwarded to the individual(s) who schedule the appointments. Please send these requests to hailepsychiatry@bellsouth.net to prevent delays in scheduling.
5. All E-mail correspondence will become part of the Patient medical record.
6. The patient should maintain electronic or paper copies of correspondence to protect against technical failures such as a system crash or power outage.
7. Please complete the subject line with one of the following:
 - a. MEDICAL QUESTION FROM (Patient full name and date of birth).
 - b. MEDICAL INFORMATION FROM (Patient full name and date of birth).
 - c. PRESCRIPTION REQUEST FROM (Patient full name and date of birth). Please include medication name, requested strength, requested quantity, requested number of refills, and pharmacy phone number.
8. Dr. Tran will reply to E-mails within two business days, unless she is unavailable to respond (i.e. on vacation or ill). If for some reason the Patient does not receive a response in the specified time frame, **it is the patient's responsibility to call the office at (352) 337-0551.**
9. Please reply to Dr. Tran's response to acknowledge receipt of the E-mail correspondence from Dr. Tran.
10. Patients are required to inform Dr. Tran or her representatives of changes in E-mail address.
11. Failure to adhere to these guidelines may result in termination of E-mail privileges.
12. E-mail address to use for correspondence will be provided at the time E-mail consent is signed.

RISKS OF USING E-MAIL TO COMMUNICATE WITH DR. TRAN

Dr. Tran offers patients the opportunity to communicate by e-mail. Transmitting patient information by e-mail, however, has a number of risks that patients should consider before using e-mail to communicate with Dr. Tran. The include, but are not limited to, the following risks:

- E-mail can be circulated, forwarded, and stored in numerous paper and electronic files.
- E-mail can be immediately broadcast worldwide and be received by unintended recipients.
- E-mail senders can easily type in the wrong E-mail address.
- E-mail is easier to falsify than handwritten or signed documents.
- Backup copies of e-mail may exist even after the sender or the recipient has deleted his or her copy.
- Employers and on-line services have a right to archive and inspect e-mails transmitted through their systems.
- E-mail can be intercepted, altered, forwarded, or used without authorization or detection.
- E-mail can be used to introduce viruses into computer systems.
- E-mail can be used as evidence in court.