



Articulate Speech and Language Therapy, LLC
4325 Laurel Street, Suite 100
Phone: 907-569-5665 Fax: 866-839-0425

Communications Policy

Phone and Face-to-Face

Articulate Speech and Language Therapy, LLC will not give information about a patient to another person without the patient's (or patient representative) permission, unless permitted under state and federal law. The same principle applies to phone and text message communications. When Articulate Speech and Language Therapy, LLC contacts patients for appointment reminders or other administrative matters, reasonable steps will be taken to avoid conveying protected health information (PHI) to any party other than the patient or the patient's representative.

Voicemail

Articulate Speech and Language Therapy, LLC may leave messages regarding upcoming appointments or other administrative matters at the contact numbers on file. If the patient would prefer that voicemails not be left at the number(s) provided, please acknowledge so at the end of this communication policy.

Email Policy

At times Articulate Speech and Language Therapy, LLC utilizes email to transmit patient-related communications. Whenever possible, Articulate Speech and Language Therapy, LLC will utilize a secure method such as Direct Secure Messaging to transmit electronic communications. There is some risk that PHI contained in an email may be disclosed to, or intercepted by, unauthorized third parties. We will use the minimum necessary amount of PHI to respond to queries and will make every effort to keep patient PHI secure, in accordance with state and federal law. If the patient does not wish to receive correspondence via email, please acknowledge so at the end of this communication policy.

Ownership and User Privacy of Email

Use of electronic mail is a part of the business practices of Articulate Speech and Language Therapy, LLC. All electronic communications originating from or received by Articulate Speech and Language Therapy, LLC and its associates are the property of Articulate Speech and Language Therapy, LLC.

Confidentiality of Email

When email is used for communication of individually identifiable health information (PHI):

- the email address must be confirmed prior to sending any specific information about an individual's health condition. **We ask that patients reply to our confirmation email as soon as possible;**
- include the following caption at the top of each message: "PRIVILEGED AND CONFIDENTIAL; DO NOT FORWARD WITHOUT SENDER'S EXPRESS PERMISSION.";
- include the following as the footer to each message: **"This e-mail and any files transmitted with this email are confidential and are intended solely for the use of the individual or entity to whom they are addressed. This communication may contain material protected by law. If you are not the intended recipient or the individual responsible for delivering the e-mail to the intended recipient, please be advised that you have received this e-mail in error and that any use, dissemination, forwarding, printing, or copying of this e-mail is strictly prohibited. If you have received this e-mail in error, please immediately notify Articulate Speech and Language Therapy, LLC by telephone at (907) 569-5665. You may be reimbursed for reasonable costs incurred in notifying us.";**
- do not utilize group mailing or other distribution lists;
- email addresses should always be reviewed at least two times prior to sending the email, particularly if the email program utilizes auto-fill when entering a recipient address;
- any unnecessary information should be removed from the bottom of an email to ensure that the minimum necessary information is disclosed, if an email is being responded to;
- store incoming and outgoing messages in a manner consistent with their privileged or statutorily protected nature and segregated from non-privileged or non-statutorily protected material.

Retention of Electronic Mail

Often, email messages are non-vital and may be discarded routinely. However, some email may be considered a formal record and should be retained. For instance, all clinically relevant email messages, including the full text of a patient's query, as well as the reply, will be stored in the patient's medical record.

Fax Policy



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At times Articulate Speech and Language Therapy, LLC utilizes facsimile to transmit patient related communications. There is some risk that PHI contained in a fax may be disclosed to, or intercepted by, unauthorized third parties. We will use the minimum necessary amount of PHI to respond to queries and will make every effort to keep patient PHI secure, in accordance with state and federal law. If the patient does not wish to receive correspondence via fax, please acknowledge so at the end of this communication policy.

Receiving Faxes

When Articulate Speech and Language Therapy, LLC receives a hard copy of a fax, the machine is in a private office. Received faxes will be removed from the fax machine promptly. When a fax is received electronically through a computer system, it will be password protected. Senders will be notified of any discrepancies.

Communication Consent

If you wish to communicate with Articulate Speech and Language Therapy, LLC via email and/or fax, please initial the option below and provide a valid email address and/or fax number.

Please initial the appropriate lines below:

_____ I do wish to communicate via email Email address: _____

_____ I do wish to communicate via fax Fax number: _____

_____ I **DO NOT** authorize any of the following forms of communication between me and my provider:

_____ Email _____ Fax _____ Voicemail

I have read and acknowledge my understanding of the Communications Policy and have initialed my communication preferences above.

Signature

Printed Name

Date