



Communication Agreement

You may contact our practice 24 hours a day. We offer phone, secure text messaging via Spruce app, and secure email via our portal. You may use any and all of these forms of communication, depending on your needs and the appropriate timing of the communication. The only way for us to be available for our patients 24 hours a day, 7 days a week, is if this benefit is treated with respect and thoughtfulness.

**If you have an emergency, call 911 or go to your local emergency department.*

Phone:

- **Regular Business Hours (Monday-Friday 8:00am- 4:30pm)**

You may call our office during business hours with any and all questions. Your call may directly reach Dr. Kelly or Sherry, or you will be offered the opportunity to leave a voicemail if we are with a patient. Calls will be returned within 1-2 hours.

- **After hours (Monday-Friday 4:30pm-8:00am)**

Calls during this time should be reserved for **urgent medical needs**. As you will appreciate, we have families and personal lives. We therefore ask you to respect our time and reserve calls outside of business hours only for medical questions/needs that cannot wait until the next day.

Examples of urgent medical concerns:

- Fever in a newborn < 2 months old
- Difficulty breathing or worrisome cough with a respiratory illness
- Dehydration due to vomiting or diarrhea
- Mental health crisis
- Any injury or illness you may need to go to the emergency department for
- If you are unsure, call us. We are here to support you and help guide your decisions.

- **Weekends and Holidays**

You should contact us via phone for medical concerns that cannot wait, or if you are unsure if the medical problem can wait until the next business day. We are your child's medical home and do not want you seeking care at walk-in facilities. We are here to help you figure out what is best medically for your child. Call us from 8:00-10:00am, if you think your child may need to be seen that day. Routine questions should be made via phone only during business hours Monday- Friday, 8:00am-4:30pm.

Example of appropriate medical questions on non-business days:

- Worsening or worrisome cough
- New fever with an existing cold
- Question of ear infection, strep throat, vomiting, diarrhea, or other infection
- Medical concerns that you would seek an urgent appointment for

_____ Initial, if you agree to messages with medical information left on preferred phone line.



Patient Portal:

The patient portal is a web-based communication system where you may connect to your child's medical records and is used as a secure and confidential means to communicate with us. This is essentially HIPPA compliant email. Messages may be sent to us via the patient portal concerning non-urgent matters any time of day or night. You will receive a response from us within 24 hours or on the next business day. Our general and individual practice email (@Tailoredpedmed.com) will not be used for patient specific communication.

Once patients reach 13 years old, they are given their own portal log in. After this time, parents will not have access to laboratory results via the portal, as some results are confidential for minors.

Examples of what to use the patient portal for and when:

- To submit or receive forms that need to be filled out for school, camp or sports..
- To obtain a copy of immunization records, instructions from a recent appointment, handouts Dr. Kelly or Sherry sent you, or copy of recent labs
- Questions regarding development, nutrition, sleep or anything routine, if it is on your mind/bothering you, or if you prefer written communication. We will message you back with information or can set up a phone visit, whichever you prefer.
- Send us portal messages any time of day or night. You will get a response that day if sent during business hours or on the next business day if we are closed.

An email will be sent with a request of sign up for the patient portal connected to your child's chart. Signing up for the portal gives Tailored Pediatric Medicine permission to communicate protected medical information with you via the portal.

Secure Messaging:

We offer secure messaging (text) through an app, called Spruce. We use this service to ensure that our communication with you is private, secure and HIPAA compliant via the internal messenger on Spruce. Patients may use Spruce to send messages and photos, as well as for video telehealth visits. Message us any time of day or night, we respond during business hours only, so do not use for urgent concerns.

Examples of what to use messaging for and when:

- Medication refill request, any time
- Early morning appointment request for a sick child- you will get a response as soon as we open by 8:00am M-F. (If a weekend or holiday, call our office between 8:00-10:00am to schedule an appointment to be seen that day.)
- Simple questions: You can't remember the name of a book we recommended or which other-the-counter medication to use
- Brief update that we asked you to send us
- We do our best to respond to secure messages within 2 hours during business hours, and first thing in the morning on the next business day if we are closed.

_____ Initial, if you agree to using secure messaging for protected medical information.



Notifications:

Appointment reminders, influenza vaccine availability, etc.

How would you prefer to receive notifications from our office?

Email

Cell Phone

Patient Name(s) & DOB:

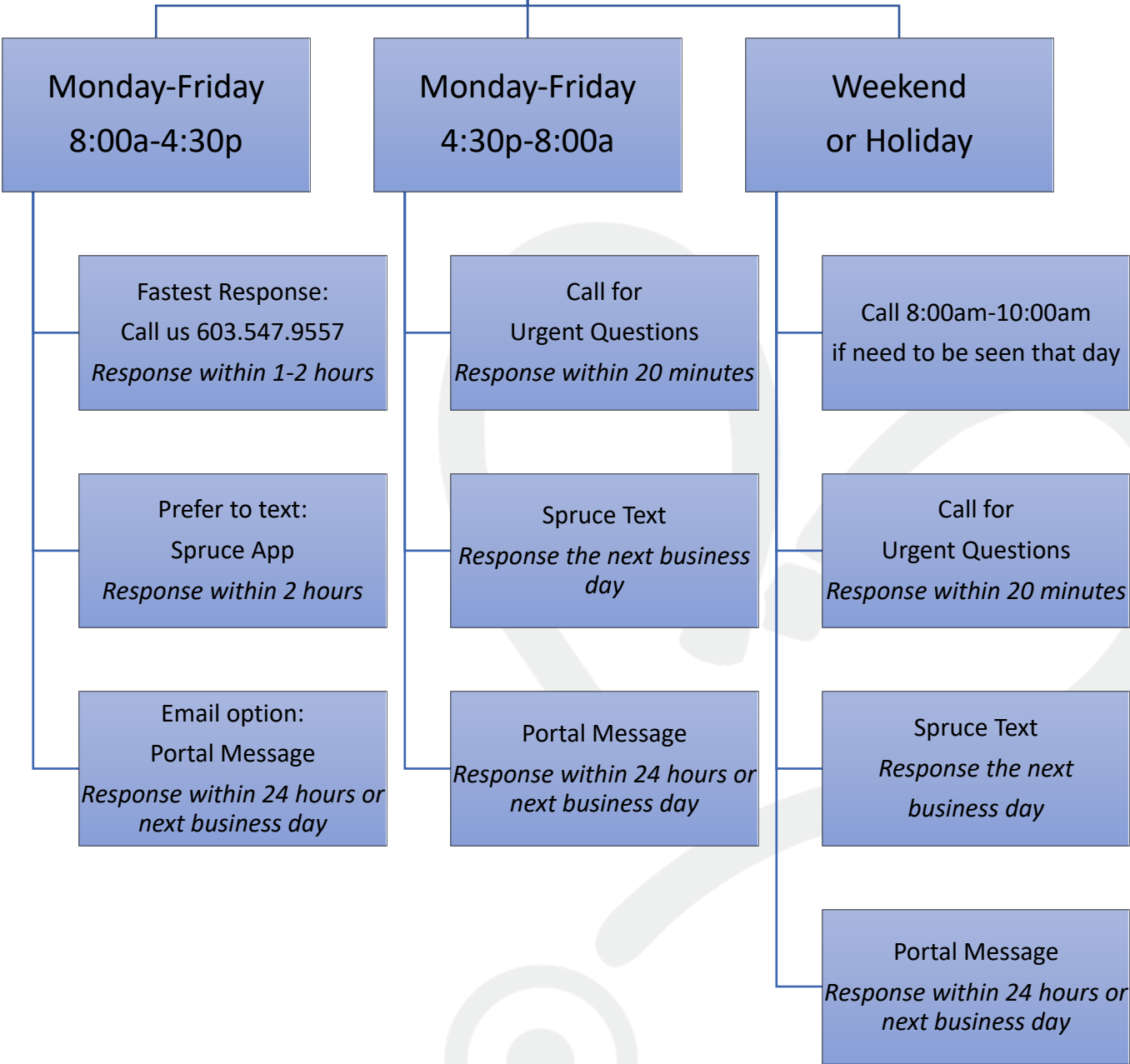
Guarantor's Name:

Date:



Communication Tips

*Need an appointment?
Have a question?*



Communication Examples

