

The University of Texas Health Science Center at San Antonio (UTSCSA) and UT Medicine San Antonio offers patients the ability to communicate with health care providers via electronic mail (e-mail) for non-urgent matters. Both you, the patient and your provider have to agree to this arrangement. ***No information is ever sent electronically without permission by you or your legally authorized representative.***

Appropriate uses for e-mail:

E-mail may be used to request information and ask non-urgent questions. It should not be used in emergencies. If you are experiencing a sudden or severe change in your health or otherwise need an immediate response, please contact your health care provider's office by telephone, call 911, or go to an emergency room.

E-mail may be appropriate used to send protected personal health information to:

- You, for your personal use;
- Consulting physicians involved in your care;
- Assisted living centers, home health agencies, or nursing homes involved in your care;
- Pharmacies, to refill prescriptions;
- Hospitals providing you care and services;
- Physical therapist and other allied health personnel involved in your care;
- Family members involved in your care and approved by you to receive this information.

If you have an e-mail address and would like to take advantage of this service, please discuss your wishes with your health care provider (e.g. doctor) first. Some providers do not communicate with their patients electronically. Others may ask an associate such as a nurse or billing person to contact you based on your e-mail.

UTHSCSA and UT Medicine San Antonio may forward e-mail as appropriate for diagnosis, treatment, and other related reasons. As such, UTHSCSA and UT Medicine San Antonio staff other than your provider may have access to e-mails that you send. Such access is only to make available health care services to you. Otherwise, UTHSCSA and UT Medicine will not forward e-mails to any one else without prior written authorization, except as required by law.

Keeping records of e-mail communications:

E-mail communications will be documented in one of two ways: either as (1) an electronic note maintained in a computer system, and/or (2) a paper copy filed in your health record.

Sending E-mail:

Please include your full name and your date of birth in every e-mail message that you send to your health care provider. The subject line should include the purpose of the e-mail, for example; "Prescription Refill Request."

