

ADMINISTRATIVE POLICY

The online version of this policy is official.
Therefore, all printed versions of this
document are unofficial copies.



PROVIDER/PATIENT COMMUNICATION

It is the policy of Onsite Employee Health and Wellness that email is not to be used for any personal health information communication between provider and patient. When Onsite providers receive email communication from patients that contain personal health information they will not reply. The email will be forwarded to the Onsite Manager and he/she will compose a new email to the patient that conveys this information:

“Onsite Employee Health and Wellness wants to preserve a patient’s privacy and confidentiality. For this reason, we cannot respond in more detail using email. Please call the clinic to make an appointment to more thoroughly address any concerns.”

Specific medical advice or diagnosis will never be made via telephone by Onsite Employee Health and Wellness staff. All patient messages will be sent to the provider for review and if necessary delegated to appropriate staff members within their scope of practice.

Implementing Procedures: None

Associated Documents: Patient Contact Form [OSM-F018](#)
Guidelines for Patient Calls and Messages [OSM-G009](#)

Revision History:

<u>Date:</u>	<u>Rev.</u>	<u>Description of Revision:</u>
11/15/13	IR	
1/8/14	A	Add paragraph referencing patient calls and messages; Add associated documents: Patient Contact Form, OSM-F018 and Guidelines for Patient Calls and Messages, OSM-G009
1/13/15	N/A	Reviewed, no changes
4/20/21	B	Changed “Advice” in paragraph three to “Specific medical advice.”
11/9/23		Reviewed, no changes, updated logo.

End of Policy