

Patient Communication Policy Example

Please read this new policy, which pertains to all patient inquiries and requests sent through the secure portal.

Due to the increasing number of electronic communications, and in order for you to receive a response in a timely manner, please limit your messages to:

- Questions about a medication, supplement, or diagnostic test recommended by a clinician;
- Requests to refill a medication or supplement prescription;
- Possible side effects of a treatment;
- Responses to a question from a clinician; or,
- Notes concerning scheduling, canceling, or changing an appointment.

Your question should be brief, concise, and, ideally, answerable with a “yes” or “no.”

If your questions or concerns are beyond the scope described above, and/or require more time and attention, you will be asked to schedule a follow-up appointment with your clinician.

Please note, if you are a patient of Dr. Schweig, he may choose to answer your question as an e-consult, and you will be billed (using the card on file) at his prorated hourly rate, with a \$30 minimum charge. (Chris Kresser and Dr. Nett are no longer offering e-consults.)