



The Hand Center
OF WATERBURY

Patient E-Mail Policy

The Hand Center of Waterbury will communicate by e-mail only for the following administrative functions: appointment requests, appointment reminders, introduction of new office services, and billing-related questions and reminders.

We do not allow e-mail communication about medical, clinical, or other personal HIPAA protected health information. Emergent and urgent needs cannot be met by e-mail; these needs should be directed to the office by telephone or addressed at a local emergency room.

Security of e-mail messages is limited by your server, computer, software, browser, and access to your system. Security is appropriately controlled on our web site and e-mail system. Please be advised that we have an active spam filter and at times it may inadvertently block your e-mail to the office. If you think this has happened, please call us at 203-755-7115, and we will adjust our filters to re-establish your e-mail communication with us.

Copies of your e-mail communication will be kept in your chart.

We reserve the right to revoke any individual's e-mail privileges with the Practice at any time through e-mail filters. We will notify you in writing if we place a filter on your e-mail messages.

By providing an e-mail address to the Practice, our patients are accepting the terms of this policy.