Using Email in Communication with my Provider

- **Q: Using email is so easy and saves time. When can I use it in communication with my provider?**

- A: Regular emails are as confidential as a post card, which means that others can get access to its content**. Therefore, regular email is not private nor confidential.** If you are NOT concerned about others potentially knowing that you receive care by me, **you may use regular email for SCHEDULING**. Otherwise, please use the phone or secure messaging. Occasionally, email addresses are mistyped, possibly resulting in your personal information unintentionally getting into the hands of others.

- A: I typically respond to emails within TWO business DAYS. **If you have an urgent matter, you will need to use the phone to obtain a timely response. EMAIL IS NOT APPROPRIATE FOR ANY TYPE OF EMERGENCY!**

- A: On occasion information can be lost due to technical failure. If you have not received an answer within two business days, please contact your provider by phone!

- **Q: I sometimes have just a short question for my provider, such as about medication side effects. Can I use email for that?**

- A: **The best and most confidential way to ask a short clinical question electronically is to use the CAREPATHS PATIENT PORTAL**, which you can access with the green button on the welcome page of www.FraukeSchaeferMD.com . You will receive a response within two business days or earlier. A link to an encrypted message will be sent to your email account on record, which you can click to access the answer provided.

- A: **More complex clinical issues and anything that cannot be answered in a short email needs to be discussed in a session.** If your concern is urgent, make sure to request an ASAP appointment with your provider!

- **Q: How can I access the CAREPATHS PATIENT PORTAL?**

- **A: Click on the Green Button on the welcome page of www.FraukeSchaeferMD.com, then enter your**

- **ID: Usually your email on file. If your email address is very long, just the section prior to @.**

- **Password: _____set during your session. This will allow you to use electronics to communicate with me SECURELY!**