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Patient Guidelines and Consent for Use of E-mail or Text Message Communications

To better serve my patients, this office has established an e-mail address for some forms of communication. For routine matters that do not require immediate response, please feel free to contact me at psyklaw@gmail.com. **This form of communication is not appropriate for use in an emergency or circumstances requiring immediate attention.** The turnaround time for patient communications is typically 2 business days. The service provider may delay message delivery. Types of communication that are appropriate for e-mail may include:

- scheduling inquiries
- billing questions
- providing information for MD to review prior to visit

When sending e-mail, please put the subject of your message in the subject line so we can process it more efficiently. Some forms of communication (e.g., HIV, mental health, work-related injuries or disability) are not appropriate for e-mail. Also, be sure to put your name and return telephone number in the body of the message.

Email or text message communications may be filed in your medical record if appropriate. This office is dedicated to keeping your medical record information confidential. **Despite best efforts, due to the nature of e-mail or text messages, third parties may have access to messages.** When communicating from work, you should be aware that some companies consider e-mail corporate property and your messages may be monitored. In addition, you should be aware that office staff would have access to this information. Email accounts can sometimes be “hacked” by unknown entities.

I understand that this office will not be responsible for information loss or delay or breaches in confidentiality that are due to technical factors beyond the office’s control.

I understand and agree to the above e-mail and text message policy.

Patient Name (print and sign)

Date