

## Online Communication

For your convenience, you can communicate with my office online using the secure RelayHealth messaging service. For security and privacy, my office will be using this service to respond to questions regarding healthcare needs or questions. To learn more, or to register to use this service, visit [www.relayhealth.com](http://www.relayhealth.com).

### How is RelayHealth Different From E-mail?

Unlike e-mail, which relies on multiple servers distributed across the Internet, RelayHealth protects the privacy and Confidentiality of our communications. All RelayHealth messages are delivered to a Web browser using 128-bit, secure-socket layer encryption technology. Messages are never stored anywhere but on the secure server, and they cannot be read en route, deleted, copied, or altered in any way. The service requires a sign in name and password, and can only be accessed by registered users (you, me and my authorized staff).

### To Communicate With my Office Using RelayHealth

To get started, register with RelayHealth at [www.relayhealth.com](http://www.relayhealth.com) and select Dr. Stephen Trammell. There is no fee to register for this service. Also, we can send you an invitation from our office. Once you have accepted the invitation, I can start the activation process on my end of the system. You may not be able to register from all mobile or smart devices. Computers are the best source for setup.

### Overview of Services You Can Request Using RelayHealth

Using the RelayHealth service, you can:

- Request to schedule an appointment with any of our providers
- Request a prescription renewal
- Send brief questions

This service is appropriate for minor medical matters like routine follow up questions about test results, medication clarifications or requesting copies of a statement. This service is not intended to be used as a replacement for an office visit.

### My Responsibilities Regarding Online Communication

My office will make a concerted effort to address emails in a timely manner. My office will never forward any of your information or messages to a third party without your permission. My office may not accept an invitation until we can validate the information based upon who sent the request.

### Your Responsibilities Regarding Online Communication

- Don't use RelayHealth for urgent messages. If you have an urgent condition, call the office immediately or dial 911.
- If the system does not automatically do so, please include the type of message you sent.
- A HIPPA form and Authorization form will be reviewed, by yourself, annually to ensure all information, and those who have access to your information, are still valid.