

Landmark Urology and Complementary Medicine e-mail policy

Our practice is dedicated to maintaining the privacy of your individually identifiable health information (IIHI). Guidelines regarding dissemination of IIHI is outlined in our **HIPAA privacy policy** *(make the underlined text red with a clickable link to our privacy policy)*.

Do not use e-mail in the following situations:

Medical emergency. Call 911.

Time sensitive issues that require a prompt response. Call our office at 571-4399.

Sensitive issues.

Be concise

Place your name and reason for the e-mail in the subject line. Provide authenticating information to confirm the identity of the person sending the e-mail.

At the discretion of the provider, appropriate medical advice may be provided to established patients. Medical advice will not be provided to anyone that is not an established patient with Landmark Urology and Complementary Medicine. If specific healthcare directions or response to treatments questions are provided, the e-mail correspondence will become part of the medical record.

At the discretion of the provider, requests for a medication refill will be honored for patients that have been seen within the past 12 months. Patients that have not been evaluated within the past 12 months will require a repeat evaluation before a medication refill request will be honored. We request patient to contact their pharmacy and ask the pharmacist to fax a refill authorization request form to our office at 919-571-7627.

At the discretion of the provider, there may be a charge for e-mail correspondence.