

Amy Yang, MD, MPH

Communication Policy and Informed Consent

Phone is generally the best way to reach me.

You may call and leave a message for me at 415-562-4770 for questions or concerns. Generally I respond to messages within 48 hours. Due to the need to coordinate with the pharmacy, prescriptions may take up to 5 business days to refill.

Email can be useful too, but it has its pros and cons.

Email has a number of advantages over other types of communication. It is fast, 24/7, and allows you time to craft your question or request. Additionally, there is a documentation trail that allows you to see when a message was sent. However, as I do not use encryption technology, you are vulnerable to having your email or its content read by third-parties, such as hackers.

Certain things make emailing easier.

Send emails to Amyyangmd@gmail.com.

To ensure a faster response, try using one of these descriptions in the subject line:

Prescription refill | Appointment | Advice | Billing/insurance | Forms

In the body of your email, please include your *full name, phone number, and email address*, along with any information that is relevant, such as medication type, dosage, and pharmacy information. Forms can be attached by email. Urgent matters that involve your safety cannot be addressed via email. If I believe your safety is at risk, I will make every effort to contact you via alternate means (phone, face-to-face contact). Email is not a substitute for psychotherapy and if I believe there is a matter that needs to be discussed via phone or in person, I will let you know.

You can expect a response within 48 hours (usually sooner) telling you that your message has been received and acted upon, or a message advising you when to expect a response. If you do not get such an email, you should assume your email was not received. You should then email me again, or call with your question or request. I will file a copy of our discussion in your records.

Charges for Service

For patients seeing me for medication management, time spent responding to emails and phone calls is included in the fees you pay per session. For me, optimal care includes collaborating with therapists, primary care physicians, and specialists, and you will not be charged for this collaboration. I do not customarily communicate via email for psychotherapy patients, as we meet more regularly.

For longer forms including detailed reports of treatment required for legal matters, disability evaluations, or job accommodation reports, we will negotiate the fees involved. Generally if a report involves more than 15 minutes of my time, a pro-rated fee will be applied at a rate of \$200/hour.

I understand the terms outlined in this agreement, and I consent to these guidelines when using phone/email in addition to other methods of communication with Amy Yang, MD, MPH. I understand that either my doctor or I may choose to discontinue the use of email communication at any time.

Name and e-signature:

Date:

Email Address:

Phone Number: