



Patient Communications Policy

Southeastern CT Medical Associates (SECTMA) uses an automated system to notify its patients of appointments. Calls are automatically made two days prior to an appointment and messages are left on an answering machine if applicable. The automated system does not contain medical information, only the date, time and the provider with whom the patient has an appointment.

The staff at Southeastern CT Medical Associates routinely must contact their patients to convey appointments at other facilities, referrals and test results. Messages will be left on home answering machines or with a third party who agrees to take a message for appointment and referral information and test results are within normal limits (the information relayed will be that "the test results are normal," no values or specifics will be offered).

SECTMA will not contact patients at work unless given verbal, or written approval from the affected patient.

SECTMA does not use e-mail to contact patients or other entities.

If a patient feels that the above policies are unacceptable, they have the legal right to request special consideration and provide a reasonable means by which they can be contacted or medical information can be relayed. The patient will describe alternate forms of communications he or she would prefer or any restrictions on the policies described above in writing and submit this to SECTMA's privacy officer.

SECTMA is not bound by law to honor a request for special protections of health care information beyond its normal protocols. It is, however, bound to consider the patient's request and notify the patient in writing whether it considers it reasonable to or not if additional provisions can be made in accordance with the patient's wishes.

Provision of the above information is mandated by the Health Insurance Portability and Accountability Act of 1996.