



10208 Cerny Street - Suite 308 | Raleigh, NC 27617 | P 919-797-0550 | F 919-381-4621

COMMUNICATING WITH THE PRACTICE

____(initial) **NORMAL BUSINESS HOURS**

Medical Emergencies: If you are experiencing a medical emergency please call 911 or go immediately to the emergency room.

For time sensitive concerns, please call the office directly.

For routine concerns, an appointment request, prescription refills or other requests, please contact us and we will address your concerns during regular business hours.

____(initial) **AFTER HOURS**

Medical Emergencies: If you are experiencing a medical emergency please call 911 or go immediately to the emergency room.

If you need medical assistance after normal office hours, please call the office at (919) 797-0550 and follow instructions to reach the covering provider. Expect a return phone call within 30 minutes.

NON-SECURE MEANS OF COMMUNICATION

Sentinel Primary Care provides the option to communicate using text messages and email. These methods provide greater convenience but less security than a password-protected portal. Sentinel Primary Care will make reasonable efforts to keep email and text communications confidential and secure but cannot guarantee the confidentiality of email and text communications, and the possibility exists of third parties gaining access to these communications. All email and text communications including attachments/images will become part of the medical record and will stored with the same security measures as all other medical records.

Email and text messages are not to be used for urgent issues. If you do not receive a response to a text message or email, then please contact the practice by phone.

I consent communication through potentially nonsecure methods

I DO NOT consent to communication through potentially nonsecure methods

Signed _____ Date _____

Full Name _____