

MARBLE VALLEY HEALTHWORKS

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GUIDELINES FOR Use of Electronic Communications

I am excited to offer you the option of communicating with me and my staff through email. I hope you will review and follow the guidelines for e-mail communications listed below. Please be aware that these guidelines may require modification as the need arises.

1. Please keep e-mail content to the following topics:
 - a. Request for prescription refills
 - b. Request for appointments
 - c. Billing or insurance related matters. NEW direct access - billing@mvhealthworks.com
 - d. Medical issues: while the convenience of email makes it attractive for discussing some health matters, it is limited by its speed, security and simplicity. **PLEASE** refrain from using it for any matters that are **complicated, timely sensitive or serious**. For those, it's better to call me. Examples of appropriate health matters for email communication are: reporting a good response to treatment given at an earlier visit; questions about changing medicines for a stable medical problem due to insurance changes; arranging blood tests for an upcoming appointment. There are many others, but please use your discretion, and **never** use email for timely, urgent or emergent issues.
2. Please use the general topic in the subject line of your e-mail so that they can be rapidly sorted. Examples: "Rx refill", "appointment request", "insurance questions".