



The SECU Center for MemoryCare
100 Far Horizons Lane
Asheville, NC 28803

ELECTRONIC COMMUNICATION POLICY

In accordance with the Health Insurance Portability and Accountability Act of 1996 (“HIPAA”) and the regulations required thereunder, this notice describes how medical information about you may be communicated through electronic means. Please see our Notice of Privacy Practices for more information on our practices regarding disclosures of your protected health information.

USES OF ELECTRONIC COMMUNICATION

Coordinating your treatment may involve email communication of your protected health information. This communication may happen between MemoryCare staff members or between our providers and other individuals involved in your care, such as family members or others who provide services such as hospitals, therapists, or medical specialists.

SECURITY MEASURES REQUIRED BY HIPAA

1. **Encryption.** HIPAA does not require that email communication of protected health information be encrypted. For unencrypted messages, HIPAA legislations require that each provider use caution when emailing protected health information. This may include double-checking the email address, sending a test email to the email address of the intended recipient, and including only the necessary information in the message and no more.
2. **Confidentiality notice.** At MemoryCare, we include a confidentiality notice at the bottom of each email – this notice states that the email may contain confidential information and should be discarded immediately if received in error. This cannot ensure full confidentiality or protect from hacking.

PATIENT’S INDIVIDUAL RIGHTS

1. **Right to request restrictions.** You may request in writing that we not send your protected health information via email. MemoryCare will consider all such requests on a case-by-case basis, but the practice is not legally required to accept them.
2. **Right to request alternative communications.** You or your representative have the right to request that we communicate with you about medical matters in a certain way, such as by mail only or not at work. You must make your request in writing to the Privacy Officer and be specific about how or where you wish to be contacted. You do not have to provide a reason for the request and we will attempt to accommodate all reasonable requests.