



Patient Social Media and Text Message Communication Policy

We know that in today's day and age, social media and texting are quick and easy ways to communicate with almost everyone.

Unfortunately, social media platforms and text messages are not HIPAA compliant and are not the best way to communicate with our office or staff. Our employees have been instructed to not discuss your medical information on these platforms. The purpose of this policy is to protect your information and as well as the boundaries of the patient/provider relationship.

If you would like to send us a message online, please use our secure patient portal at <https://intouch3.insynchcs.com>. From your portal you can send us messages, refill requests, and more. Please note, these messages are not checked after hours and will be handled within 48 business hours.

If you have an urgent need, please call our office at (423) 775-6933. If it is after hours, press 1 to be connected with the provider on call. Of course, if you have an emergency that cannot wait, please go to the emergency room or call 911.

Thank you for the opportunity to provide your primary care.