

E-MAIL SERVICES POLICY

1. **Covered Persons.** A CRG Patient is eligible to receive E-Mail Services from CRG only after each of the following steps have been completed: (a) Patient has been fully admitted as a new Patient of CRG; (b) Patient has undergone a documented Patient evaluation, performed by a qualified CRG clinician that is sufficient to establish diagnoses and identify underlying conditions or contraindications for any treatment recommended or provided by CRG; and (c) Patient and any Authorized Representative[s] has executed the E-Mail Services Agreement; and (d) Patient and any Authorized Representative[s] has registered for the necessary password-protected access to the CRG E-Mail Services. Patient and CRG shall retain a copy of the executed Agreement with the CRG copy maintained in the Patient's medical record.
2. **Covered Services; Fee Schedule.** Upon admission and thereafter, a CRG Patient is eligible to seek any of the following E-Mail Services on a fee-for-service basis, but only in non-emergency situations:

Type of E-Mail Service

Online registration to gain password-protected access to E-Mail Services
Online appointment scheduling
Online prescription refill requests¹
Periodic Newsletter
Provider evaluation/consultation

Fee for Service

No Charge
No Charge
No Charge
No Charge
\$30 to \$125 based on level of service

No emergency information should be communicated via e-mail. In case of a non life-threatening emergency, please call the office at 317-575-9111, option 7, during regular business hours to speak with a member of our Clinical Support Staff or 317-840-2741 after hours.

3. **Hours of Operation.** CRG shall check its E-mail Service Center at least once during the business day, Monday through Friday, to confirm any incoming Patient E-mails. CRG will not check its E-mail Service Center on weekends or holidays. CRG shall strive to respond to all E-Mails within three (3) business days, either by E-Mail or telephone, as appropriate. CRG shall print or electronically store a complete copy of all Patient E-mails to or from CRG as part of the Patient's medical record.
5. **Format and Content of E-Mail Messages.** The content of all e-mails will become part of the patient record so the sender should consider appropriate content. Communication regarding medications and prescription requests should be sent to meds@childrensresourcegroup.com. Communication regarding appointment scheduling, billing, services available at CRG and general information should be sent to crge@childrensresourcegroup.com. Patients should identify (in the subject line of the E-mail) the nature of the permitted E-mail communication and include the Patient's name and date of birth in the body of the E-mail message. Any e-mail sent directly to a provider may be considered a consultation and incur a consultation fee.
4. **Non-Compliance.** Any Patient E-mail received that does not conform to this Policy, either because of its content or because no Agreement was executed in accordance with this Policy, shall not be accepted by CRG. Instead, CRG shall generate an automated CRG E-mail response to Patient (that does not copy the Patient's original e-mail message) which (i) states that the Patient's E-mail is prohibited by CRG policies; and (ii) requires the Patient to contact CRG directly, either by telephone or facsimile, to communicate any of the matters set out in the Patient's original email.
5. **Privacy and Security.** CRG has implemented certain safeguards to protect the privacy and security of our Patients' individually identifiable health information. Nonetheless, even with the most sophisticated safeguards, there is still a risk that a person could access, use, disclose, modify, transmit or destroy a Patient's health information as part of an E-mail. CRG has weighed these risks with the many benefits of E-mail and decided to provide E-Mail Services to those CRG Patients who affirmatively and knowingly consent, in writing, to communicate with CRG by E-Mail in accordance with this Policy.
6. **Evaluation and Quality Oversight.** CRG shall periodically review and evaluate this Policy, the effectiveness of communicating with its Patients by E-mail, and the aforementioned security measures.
7. **Maintenance and Accessibility.** This Policy shall be maintained at CRG in a manner that is readily accessible to CRG employees and contractors.

¹ CRG may require a Patient to visit a CRG provider face-to-face before refilling prescriptions if the provider, in his or her sole discretion, believes it is medically appropriate.