



## **Telemedicine Electronic Communication Policies**

*Before emailing, phoning or Skyping a BNH practitioner, please read our policies:*

Front Desk - for scheduling, refills, finances and general questions.

Monday – Friday 9 am – 5 pm (closed for lunch 1 pm – 2pm) MST

Phone 208 - 338-0405

Fax 208-422-9957

[boisenaturalhealth@gmail.com](mailto:boisenaturalhealth@gmail.com)

### Scheduling

To schedule an in-person or telemedicine visit with your practitioner, call or email Front Desk.

### Fees

Telemedicine patients will be asked to keep a credit card on file. For occasional, quick questions, clarifications, or updates, no fee applies. Longer interactions are billed the same as in-person office visits. See [Fees](#) on our webpage.

### Availability

Practitioners can usually respond to your calls and emails within 2 business days.

### Urgent Needs

Email should not be used to communicate urgent medical needs. Please phone the office instead. If it is a medical emergency, please call 911.

### Phone & Email

Telemedicine visits are great for checking in or make adjustments to your treatment plan as well as addressing both quick questions and in-depth health concerns. See Fees above.

### Skype:

Skype is a free online tool that allows calls to be made over the internet and allows us to have face-to-face visits. This is a great tool for telemedicine! It is perfect if you would like your practitioner to take a look at something, but don't necessarily feel the need to make an office visit, or maybe you just prefer to communicate face-to-face.

To get to Skype, go to [www.skype.com/en/](http://www.skype.com/en/) and click the big blue button that says "Download Skype". To sign up, create a username that is linked to either your email or your phone number. Your practitioner will find you via your email or phone number at the time of the Skype visit. A few minutes prior to your appointment, sign into your Skype account and wait for a call. Simple as that!

### Privacy

We make every effort to protect our patient's privacy and comply with HIPPA Federal Regulations. However, Boise Natural Health does not use encrypted email. Although we do all we can to protect your private health information, there is some level of risk that the information in emails could be read by a third party.