

Steven E. Locke, MD

10 Deer Run, Wayland, MA 01778

(508) 343-0001 Phone | (508) 213-3776 Fax

steven.locke@drstevenlocke.com | www.drstevenlocke.com

Best Ways to Contact Me

Here are the best ways to reach me securely, protecting your privacy. Remember: I never disclose your personal health information to anyone without your written permission.

BEST: Telephone

Established patients who are in treatment with me will have been given my cell phone number. My cell phone voicemail is private; only I can access it. This is simple, familiar and the best for urgent or complex clinical information.

The office telephone number listed on the website (508) 343-0001 is a Google Voice number that is not secure but it forwards calls to my cellphone and also converts messages from speech to text so that if I cannot answer the call, I get sent a text message with the content of the message. **Do not leave personal health information on the voicemail for that number. This is fine for questions pertaining to billing or appointments.**

BEST: Snail Mail (USPS) or FedEx/UPS document delivery

HIPAA* considers it acceptable to send protected health information by mail or messenger services. The major limitation is that it is slow and that the sender may not know if I have received it or read it.

BEST Asynchronous communication: Patient Fusion portal (HIPAA secure)

My Electronic Health Records (EHR) system, Practice Fusion, has a patient-facing portal called Patient Fusion. If you are an established patient, a Patient Fusion account was created for you when I created your electronic record. You were sent an invitation to enroll in Patient Fusion and provided with a temporary password. If you need the invitation re-sent or a new password, let me know. I check Patient Fusion messages whenever I am using the EHR, but generally not on weekends or holidays. Do not send anything time-sensitive or urgent by Patient Fusion unless you alert me by phone or email that I have a message waiting to be picked up.

GOOD: FAX.

My FAX number is 508-213-3776.

Fax is fast, secure and HIPAA-compliant, but you have no way to know whether I have read what you sent to me by fax. Never send anything that is time-sensitive or urgent by FAX. My fax number is an eFax service but is HIPAA-compliant and only I can see faxes sent to me. It is best used for sending documents, medical records, test results, forms, etc.

CONVENIENT BUT NOT PRIVATE: Standard email

Familiar and easy to use, but not considered secure by HIPAA which prohibits doctors from sending or receiving protected health information via standard email. If you wish to be able to use standard email and accept the limitations, I have an informed consent form that you can download from my website that explains the advantages, disadvantages and limitations of standard email. If you think the convenience outweighs the risk we can use standard email if you sign the consent form, indicating that you accept the risk.

A good rule of thumb: never send me any personal information by standard email that would upset you if a hacker stole it, sold it, and it ended up published in the Boston Globe.

***THE HEALTH INSURANCE PORTABILITY AND ACCOUNTABILITY ACT OF 1996 (HIPAA)** INCLUDES THE HIPAA PRIVACY RULE, WHICH IS COMPOSED OF NATIONAL REGULATIONS FOR THE USE AND DISCLOSURE OF PROTECTED HEALTH INFORMATION (PHI) IN HEALTHCARE TREATMENT, PAYMENT AND OPERATIONS BY COVERED ENTITIES.