



Email Communications Consent Form

As a patient of Lansing Urgent Care, you may request that we communicate with you via unencrypted electronic mail (email). The second page of this document will inform you of the risks of communicating with your healthcare provider via email. Your health is important to us and we will make every effort to reasonably comply with your request to receive communications via email, however, we reserve the right to deny any request for email communications when it is determined that granting such a request would put you and/or Lansing Urgent Care at risk of violating security and privacy laws.

I understand that Lansing Urgent Care offers a secure Patient Portal where I can access portions of my medical record. Confidential patient information should ordinarily only be exchanged through Lansing Urgent Care’s Patient Portal or other secure communication devices. Open email exchanges should generally be limited to communications that do not contain sensitive patient information.

I authorize Lansing Urgent Care to communicate with me using the email address provided below. I also authorize Lansing Urgent Care to share patient surveys, information about its programs and services offered in the community, including programs or services specific to me, using email communications.

I understand that I can “opt out” of the use of email as a means of communication by notifying Lansing Urgent Care in writing.

By signing below, I acknowledge my recognition and understanding of the inherent risks of communicating my health information via unencrypted email and hereby consent to receive such communications despite those risks. Messages containing clinically relevant information may be incorporated into the medical record at the provider’s discretion.

Patient Full Name _____ Patient DOB _____

Patient Email Address _____

Patient/Guardian Printed Name _____

Patient/Guardian Signature _____

If signed by someone other than the Patient, state your relationship: _____

Please fax this form to Lansing Urgent Care at 517-333-9201 or email to Admin@lansingurgentcare.com

Frandon Clinic- 24/7!
505 N. Clippert St. Lansing

Westside Clinic
4440 W. Saginaw Hwy. Lansing

Southside Clinic
320 E. Jolly Rd. Lansing

Mason Clinic
132 S. Cedar St. Suite 3 Mason

Okemos Clinic
2289 W. Grand River Ave. Okemos

DeWitt Clinic
12970 S. US Highway 27 DeWitt

Haslett Clinic
16945 Marsh Rd. Haslett

Ph: 517-999-CARE (2273)
Fax: 517-333-9201



Risks of Using Email Communications

Email is inherently unsecure unless it is fully encrypted requiring the use of strong authentication and password protection. Most email does not meet those standards. Among the many risks of using email to communicate sensitive medical information:

- Email can be forwarded, printed, and stored in numerous paper and electronic forms and be received by many intended and unintended recipients without my knowledge or agreement.
- Emails may be sent to the wrong address by any sender or receiver.
- Email is easier to forge than handwritten or signed papers.
- Copies of email may exist even after the sender or the receiver has deleted his or her copy.
- Email service providers have a right to archive and inspect emails sent through their systems.
- Email can be intercepted, altered, forwarded, or used without detection or authorization.
- Email can spread computer viruses.
- Email delivery is not guaranteed.
- Email can be used for Phishing. Phishing is a technique of obtaining sensitive personal information from individuals by pretending to be a trusted sender.

The use of open internet email channels is not secure or encrypted – meaning that messages could potentially be viewed by unauthorized persons who might intercept or read those emails.

Lansing Urgent Care may not monitor my emails or may not even receive them.

Email is not an appropriate method for sharing urgent or emergent information.

Lansing Urgent Care will never ask for personal identifying information or other sensitive information using open email. Such information might include date of birth, mother's maiden name, social security numbers, or other personal identifying information.

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