

VAUGHN L. MANKEY, M.D.

Child, Adolescent, and Adult Psychiatry

1301 S. Capital of Texas Hwy, C-130 West Lake Hills, TX 78746
Phone: 512-522-3627 Fax: 512-732-0913

EMAIL GUIDELINES/POLICIES

While email is a convenient and efficient tool for communicating, it poses a number of challenges and potential risks when used in the context of medical care. Issues such as technical failures, lost or misdirected emails, or a breach in privacy/confidentiality are some of the reasons that Dr. Mankey does not use emails to provide clinical care, advice, guidance, etc. Emails are certainly never to be used for addressing urgent or emergency situations because of the uncertainty regarding whether or when they will be received or read. In addition, email should not replace the essential interpersonal interactions that create and maintain important aspects of the patient-physician relationship.

Diagnosis and treatment via e-mail can be considered substandard care. This mode of communication often does not provide adequate data to the physician to make the most informed decision. This is especially true in psychiatry, where evaluating diagnosis, treatment response, etc. can rely heavily on the physician's observations of the patient.

For these reasons, Dr. Mankey chooses to use email for communicating about issues of the following nature: the scheduling of appointments, informing patients of his anticipated absences, providing basic follow-up information, etc.

Emails to Dr. Mankey will be responded to as soon as possible, but no time frame can be guaranteed. If you are not sure that email can properly address your issue, please call the office instead at 512-522-3627. Also, please note that email is considered part of your medical record and will be filed accordingly.

I have read and understand the above email guidelines/policies. I understand that Protected Health Information Contained in email communications is not secure, therefore there is a high risk for loss of confidentiality.

Patient or Guardian Signature: _____

Printed Name: _____ Date: _____

Relationship to Patient (if applicable): _____