



Email Consultation Guidelines & Policies

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This is the second of three PDF Documents, which provides the guidelines and policies regarding Free and Fee-Based Telephone and Email Consultations.

- 1 **Whether Free or Fee-Based, Email Consultations are best used** when its reply is not time sensitive, i.e., there is no deadline by which Dr. Smith or her staff must respond, exceptions are deadlines with a date of reply over seven days. Due to our workload, there are days, especially between Tuesday and Thursday, when our workload does not permit daily reading or replying to emails.
- 2 **The Start and End Consultation time**, for which the fee is based, will be included in each email.
- 3 **In the Subject Line**, type key words related to the email contents. If there is a deadline (date/time for reply) over 7 days, in the subject line put "Deadline: Date/Time."
- 4 **Subject Line Changes** - When you reply to or forward a previous email, change the subject line before sending. This will help you and Dr. Smith identify each email in any email series related to one specific topic or question.
- 5 **Open a new email** whenever the email topic or question changes. In other words, please click on the REPLY OR FORWARD button ONLY when the contents being replied to or carried forward is related to the new email content and subject line. Your emails are printed and filed in your clinical nutrition chart and this avoids wasting paper and printing ink from pages and pages of tag-along old emails that do not relate to the current email topic or question.
- 6 **Newsletter and Special Announcement Emails** –for the same reasons we ask that you open a new email. **We also ask that you do not REPLY to newsletter and special announcement emails.** Instead, please open a new email to comment or ask questions regarding contents in these types of emails.

Because the above are administrative and business policies, if you have any questions you may schedule a Free Telephone or email your questions. Administrative and business policy and guideline emailed questions are considered a Free Email Consultation.

Thank you for adhering to the guidelines so that with your help, we may serve you efficiently and timely.