

Memo

To: Doctors, front office, and MAs
From: Management
Date: February 23, 2021
Re: Emailed pictures

Due to COVID, we have many parents emailing pictures for the doctors to review. In order to provide continuity of care and to ensure every patient is properly cared for we will request that the parents make a visit either through telemedicine or in person, if warranted, when sending pictures.

When the front receives an email with pictures, they should check to see if there is an appointment scheduled already. If not, then the front will call the parents and schedule an appointment. **All pictures should be attached to the patient's chart and assigned to the on call MA.**

“Good afternoon, we received your pictures via email. We double checked and did not see an appointment on the schedule. Our doctors are asking you to make an appointment to discuss the pictures and to provide the best care possible.”

If a parent does not wish to schedule a visit, then a telephone encounter should be sent to the on call MA and they will forward it to the PCP or covering doctor for further information.

If the phone MA is speaking with a parent and the parent offers to send pictures or if the MA feels like pictures would be helpful, then the MA will advise the parent to schedule a telemedicine visit.

It does sound like a picture would be helpful in diagnosing your child. Would you like to email a picture and set up a telemedicine visit to provide the best care possible?