



BanCAPs

Dr. Bansal's Child &
Adolescent Psychiatry
Services

WWW.BANCAPS.COM

Phone: 618-310-0085

Fax: 618-744-0677

Email: contact@bancaps.com

24B Professional Park Drive,

Maryville, IL - 62062

PATIENT COMMUNICATION POLICY

Our Mission is to "Provide every child with comprehensive, excellent, prompt, evidence-based mental health care." Seamless communication with patients and families is vital to achieving this Mission. At BanCAPs, we make communication seamless with our patients with the help of various technological tools. We also use these tools to educate patients and families about the critical elements of the treatment and inform them about community resources. Here are the tools that we use:

Modes of Communication:

Secure text message: We use UpDox to send secure text messages to you. These text messages contain your Protected Health Information. They are HIPAA-compliant and secure. When you receive our first secure message, it will prompt you to create a PIN. You will need to remember this PIN, as you will be required to enter this PIN to access all secure messages in the future.

HIPAA Compliant Text Message insecure on your end: You can contact us by texting at **618-754-1379**. These messages are HIPAA compliant and secure on our end. It is your responsibility to make these messages secure on your end by keeping all your devices password protected and turning off the message previews. We recommend saving this number in your address book, as texting at this number is the quickest way to get a response from us.

Via our Website: We have created communication forms on our website for the most common queries and tasks. Filling out the appropriate form assigns the task to the staff members responsible for handling that kind of query. You can also use our chatbot to send us a message and get answers to the frequently asked questions. If the system can't answer your question automatically, the task is assigned to a staff member who eventually handles it.

Patient Portal: After the first visit in clinic, all patients receive an invite to set up an account on the patient portal. You can communicate with your provider securely via this portal. The patient portal also provides information about your next appointment and current medications.

Email: From time to time, we will send you emails via our EMR (DrChrono) or from our business email account. You can also reach us by emailing us at contact@bancaps.com. Our email workspace is HIPAA-



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compliant on our end. You must keep it secure on your end by keeping all your devices password protected and not saving your email account password in your browser.

Phone calls: You can reach us at 618-310-0085 from 8 AM to 5 PM on business days. We answer all our voicemails in one business day. Any voicemails left after hours are addressed on the next business day. We may reply to your voicemail via text message.

Your responsibilities as a patient:

We can use these tools for effective communication only with your help. Here is what is your responsibility:

1. Keep your phone number and email address up-to-date with us, and inform us of any changes as soon as possible.
2. Check your messages regularly and reply to us as requested or needed.
3. Read this article thoroughly (<https://bancaps.com/protecting-phi-on-your-device/>) and take all the steps outlined to keep your Protected Health Information secure.

Time frame to respond to patient-initiated communication:

Our working hours are Monday to Friday from 8 AM to 5 PM. We are closed on weekends and national and some regional holidays. Our staff addresses communication tasks during these working hours. Per our policy, all communication tasks should be addressed (first response to you) in two business days, but most tasks are responded with-in one business day. Please send us a text message at 618-754-1379 for a quicker response. Any messages sent after hours, on weekends, and on the days our office is closed are handled on the next business day. We do not have an answering or after-hours service. If you need emergency help, please call 911 or go to the nearest Emergency Room.

Acknowledgement of understanding & agreeing to terms & conditions: I acknowledge that I have read the Patient Communication policy and understood it. I agree to the terms and conditions of this policy. I further certify that I understood the steps I need to take to keep my Protected Health Information secure. I will not blame BanCAPs if my Protected Health Information becomes insecure due to my not completing my responsibilities as outlined above. *(This document is to be signed electronically via UpDox).*