



Patient Communications Policy

CONTACTING US

When you need to contact your provider or a member of our staff for any reason, these are the most effective ways to get in touch in a reasonable amount of time:

- By phone at the designated Senate line (518-309-0011). You may leave messages on the voicemail, which is confidential.
- By using the patient portal. You may access the portal at www.weareallied.org/portal
- If you wish to communicate with us by normal email, please read and complete the Consent For Non-Secure Communications form included with these office policies. You may then email our office at senate@weareallied.org or email your provider directly.

If you need to send a file such as a PDF or other digital document, you may attach it to a message using the Patient Portal. To do this, log into the patient portal at www.weareallied.org/portal and click on Messages at the top of the screen. Then, click New Message. You may then choose your provider, compose the message, and attach the file(s). When you are finished composing your message and attaching all files, click Send Secure Message. The message will be received by your provider and forwarded to the necessary recipients, if appropriate.

Please refrain from making contact with us using social media messaging systems such as Facebook Messenger or Twitter. These methods have very poor security and we are not prepared to watch them closely for important messages from patients.

It is important that we be able to communicate and also keep the confidential space that is vital to providing you with quality healthcare. Please speak with us about any concerns you have regarding your preferred communication methods.

RESPONSE TIME

We may not be able to respond to your messages and calls immediately. For voicemails and other messages, you can expect a response within 24 hours. We may occasionally reply more quickly than that but please be aware that this will not always be possible.

Be aware that there may be times when we are unable to receive or respond to messages, such as when your provider may be out of the office. If you know your provider is out of the office, please contact the dedicated Senate line at 518-309-0011.

EMERGENCY CONTACT

If you are ever experiencing an emergency, including a mental health crisis, please call 9-1-1 or visit your nearest emergency room. We do not have an answering service and often cannot return calls immediately outside of normal business hours.

DISCLOSURE REGARDING THIRD-PARTY ACCESS TO COMMUNICATIONS

Please know that if we use electronic communications methods, such as email, texting, online video, and possibly others, there are various technicians and administrators who maintain these services and may have access to the content of those communications. In some cases, these accesses are more likely than in others.

Of special consideration are work email addresses. If you use your work email to communicate with us, your employer may access your email communications. There may be similar issues involved in school email or other email accounts associated with organizations that you are affiliated with. Additionally, people with access to your computer, mobile phone, and/or other devices may also have access to your email and/or text messages. Please take a moment to contemplate the risks involved if any of these persons were to access the messages you exchange with us.