

Technology Policy:

At Koala Pediatrics, we use a variety of digital tools to improve communication, streamline care, and make it easier for families to access pediatric services. This policy explains how we use technology—including secure messaging, emails, telehealth, and patient portals—and how we protect your child's privacy.

1. Patient Portal

We offer a secure online portal where you can:

- Request or manage appointments
- Send non-urgent messages to providers
- Request medication refills
- View lab results, growth charts, and immunization records

Important: Portal messages are reviewed during business hours and are not for emergencies. Please call the clinic or dial 911 for urgent medical needs.

2. Text Messaging

Standard Text Messages

We may send **text messages** to your listed phone number, such as:

- Appointment reminders and confirmations
- Preventive care reminders (e.g., annual checkups, vaccines)

These messages are **not secure** and should not be used for sharing medical concerns.

Secure Messaging App

For **non-urgent clinical communication**, we offer a **secure text messaging app** that is:

- HIPAA-compliant
- End-to-end encrypted (with the use of an app)
- Designed specifically to protect your child's health information

If you choose to **opt in**, we will provide setup instructions. We strongly encourage downloading and using the app to ensure the privacy of all protected health information (PHI).

You may opt in or out of either messaging option at any time.

3. Email Communication

- We may use **encrypted email** to send non-urgent information upon request.
- Standard (unencrypted) email is not secure and is used only with your informed consent.
- Please allow up to 2 business days for a reply.
- Email should **not** be used for urgent or time-sensitive matters.

4. Telehealth Visits

We provide telehealth visits for appropriate medical or behavioral health needs. These visits:

- Use a **HIPAA-compliant video platform**
- May be followed by an in-person exam if needed for accurate diagnosis

5. Social Media

We maintain a presence on social media (e.g., Facebook, Instagram) to share:

- Health tips and clinic updates
- General pediatric resources

Please do not use social media to ask medical questions or share personal health information.
We do not respond to patient-specific inquiries via social media.

6. Photo, Video & Audio Recordings

- We never share patient images or videos without **your written consent**.
- Please do **not** record audio or video in the clinic without prior permission from staff.

7. Privacy & Security

We take your child's privacy seriously. All technology tools we use meet federal privacy and security standards under **HIPAA**.

- Parents are responsible for keeping their login credentials and devices secure.
- Notify us promptly if your contact information changes.

8. Consent

By signing our intake and communication consent forms, you acknowledge:

- You understand the risks and benefits of using technology for communication
- You give permission for us to contact you through the approved digital methods
- You may change your preferences at any time by contacting our front office

Client Signature

Date