

Primary Care Tokyo can communicate with you regarding medical matters via e-mail or facsimile if desired. E-mail and fax communications should be considered as an enhancement to consultations and not as a replacement. E-mail and fax communications concerning medical matters will therefore be conducted only with established patients.

Please note the following when communicating with us via e-mail or fax.

1. Our e-mail address is: **doctor@pctclinic.com**
2. E-mail or fax communications should not be used for urgent matters as turnaround times can be variable.
3. Although we will attempt to respond in a timely manner, we cannot guarantee a response in any specified amount of time.
4. Receipt of e-mail cannot be guaranteed. Follow up via telephone is recommended if you do not receive a reply in a reasonable amount of time.
5. Please be aware that e-mail and fax communications are not secure and may entail privacy risks. We do not recommend discussion of sensitive matters via e-mail or fax. Please call or arrange for a visit to discuss such matters.
6. Please include your full name and patient number in all communications.
7. Please do not use e-mail or fax for making, changing or cancelling appointments.
8. Please do not use e-mail or fax for non-medical matters, such as personal requests, advertising, etc.

We appreciate your understanding and cooperation.