Welcome to Ethos

Congratulations on embarking on taking control of your health by coming to see Ethos's medical providers *(Applies to non-Medicare patients).*

Communication options with our staff:
- For all urgent sickness related matters, please call our office at 908-867-0060 option 1
- For all other matters please call our office at 908-867-0060 and follow the prompts
  - Option 2 for new patient inquiries. *Now that you are patient, please use one of the below extensions instead of number 2.*
  - Option 3 to leave a message for our events staff.
  - Option 4 to leave message for Ethos Farm to health.
  - Option 5 to connect with your lifestyle program coordinator.
  - Option 6 to connect with your Lifestyle Coach.
  - Option 7 to connect with our front desk staff for any routine patient matter.
  - Option 8 to connect about any non-patient matter.
- For all non-urgent matters, our preferred communication method is Patient Fusion, see below.
- When we send documents, we will use secure text messaging. Read below for its details.
- For sending documents to us, you can use Patient Fusion, fax, or secure text messaging.
- Patientcare@ethosprimarycare.com is used to send mass emails but is NOT preferred to discuss health matters or receive important health information. It is not HIPAA compliant nor secured method to send medical information.
- Our fax is 908-867-0059
- In order to receive important information regarding your healthcare plan from Ethos Primary Care, make sure to mark following emails as safe senders in your e-mail client:
  - donotreply@updox.com
  - null@myupdox.com

  Replying to emails that come from donotreply@updox.com and null@myupdox.com will result in not reaching us. Hence following the above procedures to communicate with us is recommended.

Patient Fusion: We use Patient Fusion as the primary and preferred way to communicate regarding any non urgent questions. **You will receive an invitation via the email** we have on file to Access Your Health Records.
Patient Fusion https://login.patientfusion.com/ EHR (Electronic Health Record) to communicate with you on all your health-related information and questions. Using this service, the following is available to you access:

a. Care Plan – View your To Do List from Dr. Weiss.
b. Lab Results
c. Appointment Scheduling: Go to your Patient Fusion and click on Appointments (left panel) then go to the top right and click on Book Appointment, select Dr.

Weiss, click Continue and then select the appropriate date that works best for you.

d. Messaging – Communicate with our staff via 'Message' option in the portal. Our preferred mode of you sharing documents with us.
Message your scribe or front desk, NOT Dr. Weiss with any questions or information you wish to share.

Updox: Messaging service

- **Secure text messaging** with Ethos Primary Care
  You will receive a secure text message from us where you will be prompted to create a PIN. Once you create your unique PIN, we can share documents via secure text. You have 48 hours to access your secure text/email, or it will expire. We may share important documents related to your healthcare plan. You can also upload any documents you'd like your medical team to review, such as prior health records, lab results, and more.
- **Unsecure Text Message** with Ethos Primary Care
  You will receive an unsecured text from *(877) 507-4420*) message from us where we cannot share medical-related information or documents. We may share links to forms, appointment cancelations or availability.

Updox: Appointment reminders

- Email with a subject: Upcoming Appointment Reminder DATE &TIME from donotreply@updox.com This email will have details about the link to join via televisit or class link.
  This reminder is sent 1 week and 48 hours prior to your appointment or class.
- Text reminders will be from (877) 929-2006. The text will have details about the link to join via televisit or class link.

Difficulties with secured messaging: https://help.updox.com/help/secure-text-user-guide (click link to access help or copy and paste into your browser)

Difficulties with Patient Fusion: https://help.practicefusion.com/s/article/How-can-I-help-a-patient-troubleshoot-patient-portal-login-issues (click link to access help or copy and paste into your browser)