

Communication Policy

Aikyaa Heart Health & Wellness PLLC

Effective Date: April 1, 2026

Last Updated: June 2, 2026

Overview

This Communication Policy outlines how patients and participants may communicate with Aikyaa Heart Health & Wellness PLLC.

Clear communication guidelines help ensure safe, efficient, and appropriate use of services.

Communication Channels

Communication may occur through:

- Secure patient portal (for participants in the Clinical Consultative Pathway)
- Email (for general or administrative inquiries)

The appropriate communication method may vary depending on the program and nature of the inquiry.

Clinical Consultative Pathway Communication

For participants enrolled in services provided through the **Aikyaa Clinical Consultative Pathway**, including the **Aikyaa Signature Cardiometabolic Program**, the **Aikyaa South Asian Heart Initiative (SAHI) Program**, and the **Aikyaa Consultation Program**:

- The secure patient portal is the preferred method for sharing health-related information
- Limited communication between scheduled visits may be available as part of the program structure
- Communication is intended to support ongoing care within the defined scope of the program

Guided Educational Pathway Communication

For participants enrolled in services provided through the **Aikyaa Guided Educational Pathway**, including the **Aikyaa Cardiometabolic Foundations Program** and **Community Health Guidance**

Sessions:

- Communication is primarily informational and program-related
- Individualized medical advice is not provided

- Communication may occur via email or program platforms
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Email Communication

Email may be used for:

- General inquiries
- Administrative questions
- Program-related communication

While reasonable precautions are taken, standard email may not be fully secure.

Sensitive or personal health information should be shared through secure systems when available.

Response Time

Aikyaa Heart Health & Wellness PLLC aims to respond to messages within **1–2 business days**.

Response times may vary based on volume and program structure.

Emergency and Urgent Communication

Aikyaa Heart Health & Wellness PLLC does **not** provide emergency or urgent care.

Communication channels should **not** be used for urgent medical concerns.

If you experience urgent symptoms such as chest pain, severe shortness of breath, fainting, or other medical emergencies:

Seek immediate in-person care or call **911**

Appropriate Use

Communication should be:

- Respectful and appropriate
- Related to program participation or general inquiries

Aikyaa reserves the right to limit or discontinue communication that falls outside the scope of services.

Policy Updates

Aikyaa Heart Health & Wellness PLLC reserves the right to update or modify this Communication Policy at any time.

The most current version will be available on the website.

Contact Information

For general inquiries:

Aikyaa Heart Health & Wellness PLLC

doctorpurnima@aikyaahearthealth.com

Phone: (832) 675-9647

Definition

“Aikyaa” refers to Aikyaa Heart Health & Wellness PLLC.