**Patient Portal Authorization**

**Part 1: Patient Guidelines**

 Our patient portal allows established patients communicate more easily with us. The portal is not intended for ‘Internet Doctor Visits’ or new problems. Instead, it will make regular communication more flexible. As always, all communications will be included in your patient record.

***DO NOT USE PATIENT PORTAL MESSAGING OR EMAIL TO COMMUNICATE IF THERE IS AN EMERGENCY OR URGENT NEED. INSTEAD, CALL 911, GO TO THE EMERGENCY ROOM OR AN URGENT CARE FACILITY.***

Accounts for minors 18 years or younger can be managed by the parents/guardians listed on their New Patient Registration Forms. The portal is a voluntary option and does not have a charge for its use.

**Current Functions of the Patient Portal**

* Quickly get lab results
* Request appointments and receive appointment reminders
* Check your medication list, medical history and your visits
* Refill Requests (please make sure we have your current pharmacy information).
* Request referral updates
* Send secure messages to our clinic
* Update your contact and insurance information
* Ask routine follow-up questions
* View and pay account balances
* Prepay co-pays
* Complete surveys
* Complete instant health questionnaires
* Pre-fill your chart with information to make your visit more efficient and focused.
* View and “update” your health information (You can make suggestions to our health records, medication lists, etc., but this will not change your permanent record, without our approval, to any information provided).

**Response Time**

* You can access the portal day or night, but our clinic does not monitor the portal 24 hours a day. We will normally respond to non-urgent portal message inquiries (as all portal inquiries should be) within 24 hrs but no later than 5 business days after receipt. If we are unable to access email for any reason we will attempt to have an automatic response inform you of this as soon as possible. As a safeguard, the portal should not be used for emergent issues. If there’s an emergency, you should go to Urgent Care, the Emergency Room or call 911.

**General Guidelines for Communication**

* Please be as concise as possible. Remember, if a message takes a long time to write, it’s probably better done in person. If your message is too long or contains too many issues or complex issues, we will ask you to come in for an appointment to discuss the content of your email and any other questions you may have. In addition, we will also try to keep things brief and clear in our messages to you.
* Remember that all communications will be part of your medical record.
* Be sure to include an appropriate subject line such as “Appointment”, “Refill”, etc.
* Email is not designed to replace the face-to-face encounter. Rather, it is designed to supplement that encounter. Remember, email has significant and inherent communication limitations. It’s easy to misread information or emotion, so we appreciate your awareness of this matter.

**Privacy and Security**

* All messages sent to you will be encrypted, see informed consent (Part 2) for explanation.
* Your email address is confidential and protected information. With our best effort we will protect this information as we do your medical and other personal information.
* We will never purposefully share this information with any third party.
* Similar to phone communications, messages may be read and addressed by staff other than the physician staff.
* All access to our internal network and electronic medical records (EMR) is password protected. Additionally, in compliance with HIPAA guidelines, our EMR automatically logs the user out after a short period of inactivity.

**Revocation of Use**

* Use of the portal and other means of electronic communication from you to us is a courtesy we extend to you at a great fiscal and time expense. Abuse of this courtesy will result in the suspension of your account or access of portal features.

**Getting Started**

In order to receive a username and password for the patient portal you must complete and sign the portal Informed Consent of Use form at your office visit. We will then provide a username and password for you. After you receive your username and password you can access the portal. You can access it by going directly to [**www.gotomyclinic.com/heartclinic**](http://www.gotomyclinic.com/heartclinic) .

**PART 2: Informed Consent of Use**

**Patient Information --** Please Print Clearly

\*Name \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\*D.O.B.\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\*Email Address\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_@\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.com

\*This email address is where we will send your username and password for the Patient Portal. After you login for the first time on the Portal, it **is strongly advised** that you change your password.

**Purpose of this Form**

The Heart and Medical Center offers secure viewing and communication as a service to patients who wish to view parts of their records and communicate with our staff. Secure messaging can be a valuable communications tool, but has certain risks. In order to manage these risks we need to impose some conditions of participation. This form is intended to demonstrate that you have been informed of these risks and the conditions of participation, and that you accept the risks and agree to the conditions of participation.

**How the Secure Patient Portal Works**

A secure web portal is a kind of webpage that uses encryption (a form of electronic security) to keep unauthorized persons from reading communications, information, or attachments. Secure messages and information can only be read by someone who knows the right password or pass-phrase to log in to the portal site. Because the connection channel between your computer and the Web site uses “secure sockets layer” technology you can read or view information on your computer, but it is still encrypted in transmission between the Web site and your computer.

**How to Participate in our Patient Portal**

You can compose, pick up, and reply to secure messages or view information sent to you through a Website hosted by our electronic medical records company ([www.e-mds.com](http://www.e-mds.com)). Once this form is agreed to (either by identifying email or signed in person) we will provide you a username and password. You can log on to the portal by following the link on our webpage’s homepage, [**www.gotomyclinic.com/heartclinic**](http://www.gotomyclinic.com/heartclinic) .

**Protecting Your Private Heath Information and Risks**

This method of communication and viewing prevents unauthorized parties from being able to access or read messages while they are in transmission. No transmission system is perfect. We will do our best to maintain electronic security. However, keeping messages secure depends on two additional factors: the secure message must reach the correct email address, and only the correct individual (or someone authorized by that individual) must be able to get access to it.

Only you can make sure these factors are present. We need you to make sure we have your correct email address and are informed if it ever changes. You also need to keep track of who has access to your email account, so that only you, or someone you authorize, can see the messages you receive from us.

If you pick up secure messages from our website, you need to keep unauthorized individuals from learning your password. If you think someone has learned your password, you should promptly go to the Website and change it.

You agree not to share your username and password with unauthorized persons and to maintain that username and password in a secure place at all times.

It is our intent to offer this as a free service but we reserve the right to change this policy if needed in the future. We understand the importance of privacy in regards to your healthcare and will continue to strive to make all information as confidential as possible and will never sell or give away any private information, including email addresses, without your written consent.

**Conditions of Participating in the Patient Portal**

Access to this secure web portal is an optional service, and we may suspend or terminate it at any time and for any reason. If we do suspend or terminate this service we will notify you as promptly as we reasonably can. You agree to not hold The Heart and Medical Center or any of its staff or physicians liable for network or security infractions beyond their control.

**Before you were given this form, we provided you with our policies and procedures for using this web portal. By signing this form you acknowledge that you understand those policies and procedures and that you agree to comply with and understand them. If you do not understand, or do not agree to comply with our policies and procedures, do not request a username and password. If you have any questions we will gladly provide more information.**

**Patient Acknowledgement**

* I am requesting access to the patient portal for The Heart and Medical Center.
* I decline access to the patient portal for The Heart and Medical Center.

Signature\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Date\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_