

Patient Portal Terms of Service

1. These terms of service apply to the use of the electronic patient portal that is part of our electronic medical record system. The purpose of the Patient Portal is to make routine, non-emergency communication more convenient and to provide parents with better access to their children's health information. With a parent's permission, we also will allow adolescent patients with direct access to their medical information through the Patient Portal. Please follow these guidelines and contact us if you have any questions.

2. **DO NOT** use the Patient Portal to communicate with us if there is a medical emergency. Please dial 911, and then contact your child's doctor by telephone as soon as possible to inform us of your child's issue. **DO NOT** use the patient portal if your child is sick and you want to schedule an appointment for them to be seen today or you want advice from a nurse today. Please call the office to speak with someone.

3. You agree not to use the Patient Portal for any purpose other than to communicate with us about your health needs or the health needs of your child. You agree not to attempt to circumvent any security safeguard that we use to protect the security of our information systems.

4. On enrollment, you will provide us with your personal email address. You will receive an e-mail whenever you have a message waiting for you on the Patient Portal. The e-mail will not contain confidential health information, but will prompt you to sign into the Patient Portal and read your messages. You agree to use only your personal e-mail for this purpose, and not your work e-mail. If you change your personal e-mail, please update it using the portal right away, otherwise you will not receive notices of new messages. We will keep your email address confidential and will not share this with other parties except as required by law.

5. All communication via Patient Portal will be included in your child's permanent patient record.

6. A parent's access to an adolescent's medical record may be limited by law under certain circumstances or for certain kinds of health information.

7. We will normally respond to messages within seventy two hours, but no later than five business days after receipt in most cases.

8. If we are unable to access the Patient Portal for any reason we will attempt to have an automatic response inform you of this as soon as possible. The proper operation of the Patient Portal may be interrupted by problems with computer hardware or software, interruptions in internet services, computer viruses or other problems beyond our control. If you need to reach us and the portal is not working, please call us.

9. All electronic communication from you to the practice should be through the Patient Portal. Do not use your regular e-mail account to send us confidential information since regular e-mail is not secure.

10. Any of our staff may read your messages or reply in order to assist in your child's healthcare. This is similar to how we handle telephone messages.

11. When we send you a message, our system will let us know when you have viewed it, so you do not need to reply that you have read it.

12. Proper subject matter for the Patient Portal includes prescription refills, non-urgent medical questions, appointment reminders or requests, routine follow-up questions, and similar topics. Please avoid discussion around sensitive subject matter such as mental health issues, sexually transmitted diseases, genetic tests, or substance abuse treatment. These topics should be handled by direct, in person discussion with a Pediatrician or other health care professional. Please try to be concise when typing a message.

13. You can send refill requests for most medicines. Please make sure we have your correct pharmacy information. We cannot refill requests for narcotics through the portal. You will need a face to face encounter at our office for this purpose.

14. You can make referral requests and appointment requests, but we cannot guarantee that these will be honored exactly as requested.

15. You can submit billing questions and update selected demographic information (address, phone number, and contact information).

16. These Policies and Procedures are subject to change without prior notice. We retain the right to modify, discontinue or suspend the Portal service for any reason at any time.