

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, nonemergency 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 if there is an 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.
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 safeguards that we used to protect the security of our information systems.
4. On enrollment, you will provide us with your personal email address. You'll receive an email whenever you have a message waiting for you on the Patient Portal. The email 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 email for this purpose, and not your work email. If you change your personal email, 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 48 hours but no later than three 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 Portable may be interrupted by problems with computer hardware or software, interruptions in the Internet services, computer viruses or other problems beyond our control.
9. All electronic communication from you to the practice should be through the Patient Portal. Do not use your regular email account to send us confidential information since regular email is not secure.

10. Any of our staff may read your messages or apply in order to assist in your child's health care. This is similar to how we handle telephone messages.
11. When we send your message, our system will let us know when you have viewed it, so you do not need to apply 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 test, or substance abuse treatment. These topics should be handled by direct, in person discussion with a Pediatrician or other healthcare professional. Please try to be concise when typing a message.
13. You can send refill request for most medications. Please make sure we have your correct pharmacy information. We cannot refill requests for narcotics, stimulants or other controlled substances through the portal. You will need a face-to-face encounter at our office for this purpose.
14. You can use the Patient Portal to view and print a "continuity of health record" which is a standard summary of your health information. You can also view and update some of your health information – (allergies, medications, current problems, past Medical History). However, updates will not be added to record until reviewed and approved by the pediatrician or another clinician.
15. You can make referral requests and appointment requests, but we cannot guarantee that these will be honored exactly as requested.
16. You can submit billing questions and update selected demographic information (address, phone number, and contact information).
17. 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.