

## PATIENT PORTAL POLICIES AND PROCEDURES

The patient portal is an online tool that provides patients and their family members with access to personal health information and facilitates communication with healthcare providers. This document outlines the policies and procedures for the proper use of the patient portal to ensure secure and effective communication.

### 1. Access and Registration

- **Eligibility:** All active patients of our practice are eligible to register for the patient portal.
- **Registration Process:** Patients must complete a registration form and provide a valid email address. An invitation with instructions will be sent to the email provided.
- **Login Credentials:** Patients will create a unique username and password. It is the patient's responsibility to maintain the confidentiality of their login information.

### 2. Security and Privacy

- **Secure Access:** Patients must access the portal using a secure, private internet connection to protect their personal health information.
- **Confidentiality:** Patients shall not share their login credentials with anyone outside their trusted family members or caregivers.
- **Privacy Policy:** The use of the patient portal is subject to the practice's privacy policy, which complies with HIPAA regulations to protect patient information.

### 3. Communication Guidelines

- **Non-Urgent Communication:** The portal shall be used for non-urgent communication such as appointment scheduling, medication refill requests, and general inquiries.
- **Response Time:** Patients can expect a response to their inquiries within three business days. For urgent matters, patients shall contact the office directly by phone.
- **Message Content:** Patients shall provide clear and concise information in their messages to facilitate accurate responses from healthcare providers. If a message takes too long to compose, it requires a visit.

### 4. Appointment Management

- **Scheduling and Cancellation:** Patients can schedule or cancel appointments through the portal. Cancellations shall be made at least 24 hours in advance.

- **Appointment Reminders:** Automated reminders will be sent through the portal to confirm upcoming appointments.

## 5. Access to Medical Records

- **Viewing Records:** Patients can view their medical records, including test results, medication lists, and visit summaries.

- **Updating Information:** Patients shall notify the practice of any changes to their personal or medical information to ensure records remain accurate.

## 6. Prescription Management

- **Refill Requests:** Patients can request prescription refills through the portal. Please allow 48 hours for processing.

- **New medications:** Patients shall not request new medications, such as antibiotics, without an in-person evaluation.

- **Medication List:** Patients shall regularly review their medication list for accuracy and report any discrepancies.

## 7. Technical Support

- **Assistance:** For technical issues or questions regarding portal use, patients can contact the office for further assistance.

## 8. Termination of Access

- **Voluntary Termination:** Patients may request to terminate their portal access at any time by contacting the office.

- **Involuntary Termination:** The practice reserves the right to terminate portal access for any user who violates these policies or engages in inappropriate use.

## Conclusion

By adhering to these policies and procedures, patients can maximize the benefits of the patient portal, ensuring secure and effective communication with their healthcare providers. For any questions or further assistance, please contact our office.