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## **PATIENT PORTAL POLICY**

### **PURPOSE:**

- Erik S. Jones Family Medicine offers a secure way for our patients to view parts of their records and communicate with our staff. Secure messaging can be a valuable communications tool but has certain risks. To manage these risks, we need to impose some conditions of participation. This form is, therefore, intended to show that you have been informed of these risks, the conditions of participation, and that you accept the risks and agree to the conditions.

### **HOW IT WORKS:**

- A secure web portal is a webpage that uses encryption 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 to log in to the portal site.
- **We cannot give you a password over the phone there is a password reset function on the main page.**

### **HOW TO PARTICIPATE:**

- You can compose and reply to secure messages or view information sent to you through a web site hosted by our electronic health records company. This notification will give you the URL (internet address) of the web site where you can log in. You will then be able to log in using the username and password provided.
- Next you will be able to look in your “message box” and see any new or old messages or view other parts of your electronic record.
- 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.

### **PRIVACY PROTECTION AND RISKS:**

- This method of communication and viewing prevents unauthorized parties from being able to access or read messages while they are in transmission. 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 two factors are present. We need you to make sure we have your correct email address, and we 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 think someone has learned your password, you should promptly go to the web site and change it.
- We understand the importance of privacy regarding your health care and will continue to strive to make all information as confidential as possible. We will never sell or give away any private information, including email addresses, without your written consent.

**CONDITIONS OF PARTICIPATION:**

- Use of the Patient Portal and appendix is governed by the terms and conditions of this informed consent and the policies and procedures.
- Please read this agreement carefully before accessing or using the Patient Portal. Access to this secure site is an optional service, and we may suspend or terminate it at any time and for any reason.
- We reserve the right at any time and from time to time to modify the Patient Portal site or documents or any part thereof, with or without notice. Any modifications made to this document, or its appendix will be effective immediately upon posting on the site.
- By accessing or using the Patient Portal, you agree to be bound by all terms and conditions of the Patient Portal as posted on the site at the time of your access or use.
- You agree to review the Patient Portal documents on the web site each time you use the Patient Portal so that you are aware of any modifications made to the Patient Portal documents.
- You agree not to hold Dr. Erik Jones Family Medicine or any of its staff liable for network infractions beyond its control.
- All site users represent and warrant that they are at least 18 years of age and that they possess the legal right and ability to agree to these terms of participation as set out in the Patient Portal documents and to use the site in accordance with these documents.
- We are offering this service free of charge until the end of the year at which time we reserve the right to charge an annual fee. We will provide adequate notice of such fees prior to them taking affect.

**YOU CAN ACCESS THE PORTAL FROM: [www.drerikjonesfm.com](http://www.drerikjonesfm.com)**

Before you were given this form, we provided you with our policies and procedures for using the Patient Portal. We need you to understand and comply with these, and by signing this form below you will acknowledge that they were explained to you and that you agree to comply with them. If you do not understand or do not agree to comply with our policies and procedures, do not sign this form. If you have any questions, we will gladly provide more information.

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**PRINT PATIENT EMAIL ADDRESS**

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**SIGNATURE OF PATIENT OR LEGAL GUARDIAN/REPRESENTATIVE**

**DATE**