PATTERN PORTAL GUIDELINES

Our Patient Portal lets established patients communicate more easily with us. The portal is not intended for 'Web Visits' or new problems. Instead, it will make regular communication more flexible. The portal is a voluntary option and is free of charge to all patients. The portal provides you with a much more seamless way to access your health information and contact our office.

Through the portal, you can:
- Update your contact and insurance information
- Check your lab results, medication list, medical history and your visits
- Request your own appointments and prescription refills
- View current and past statements, pay your bill and email billing questions
- Email us securely back and forth

The following will <u>NOT</u> be accepted through the Patient Portal:
- Receiving advice on the best course of treatment for your medical problem
  All diagnoses will be made by your provider when you are seen in the clinic for an office visit
- Request for narcotics/controlled medications
- Request for refill for medication not currently being prescribed by an RCIPS provider

Reminders for the Patient Portal:
- If you forget your password you may request another one through the patient portal by clicking on the "Forgot Password" link.
- Avoid using a public computer to access the portal.
- The patient portal is provided as a courtesy service for our patients. There is no service fee. However if the patient abuses or misuses the portal we reserve the right to suspend or terminate the patient portal at any time and for any reason.
- <u>You can access the portal day or night, but **we do not have a 24 hour presence** on our end</u>**.** Our hours of operation are 8:00 am - 5:00 pm Monday-Friday. We encourage you to use the portal at any time; however messages are held for us until we return the next business day. Messages are typically handled within 2 business days. If your doctor is out of the office, your request may be held until your doctor returns to the office.

How the Secure Patient Portal Works: A secure web portal is a type of 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 or pass-phrase to log in to the portal site. Because the connection channel between your computer and the website uses secure sockets layer technology you can read or view information on your computer, but it is still encrypted in transmission between the website and your computer.

Protecting Your Private Health 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:
1) The secure message must reach the correct email address, and
2) Only the correct individual (or someone authorized by that individual) must be able to have access to the message.

Only you can make sure these two factors are present. **It is imperative that our practice has your correct e-mail address and that you inform us of any changes to your e-mail address.**

You are responsible for protecting yourself from unauthorized individuals learning your password. If you think someone has learned your password, you should promptly go to the website and change it.

Online communications should never be used for life threatening, emergency communications or urgent requests. As a safeguard, the portal should not be used for pressing issues. If you are experiencing an emergency or have an urgent medical need, call 911 or seek immediate medical assistance at the nearest Urgent Care or Emergency Room.

By signing below you acknowledge understanding of the policies stated above.

_____   _____
Patient Signature   Date Signed