

PATIENT PORTAL CONSENT AND TERMS OF USE

The following contains important information about the terms of use of our Patient Portal. Please read in its entirety. You are required to consent to these terms before using the Patient Portal.

The Patient Portal is a secure method of accessing your health information online including your medications, lab results, appointments, demographic information, and other information. The Patient Portal is provided to you by our office at no cost, and we will never sell or give away your private information, including your email address.

We take your privacy very seriously.

Enrollment and Access

During the process of enrolling for our Patient Portal, we asked for your email address. This is the address where the initial username and password are sent, and where you will receive subsequent notifications. Upon first login to your Patient Portal you are required to choose a secure password and a secret question/answer to help reset your password if you cannot log in. You are solely responsible for 1) controlling access to both your email account and Patient Portal account, 2) choosing a password and secret question/answer, 3) keeping your username, password and secret question/answer secure, and 4) taking additional steps to protect yourself online by using the Internet securely and responsibly. CareMedica cannot be held responsible for events beyond our control, e.g. someone other than you gaining access to your email account and then gaining access to your Patient Portal account. If your email address changes, please let us know right away by calling our office. If you feel that your password or access has been compromised, change your password or contact us at the office.

Patient Portal Uses and Features

- CareMedica has a Patient Portal Administrator who will help you get started in using your Portal account. He/she can also assist in resetting your username and/or password, and enabling or disabling your account.
- The Patient Portal Administrator and other providers and/or staff may also interact with you via the portal to answer your questions, or direct your questions to your provider. If your provider is not available, your questions will be directed to the covering provider. We will respond to any inquiries made to us via the Portal within two business days. If you do not receive a confirmation email from the Portal, please check your Spam or Junk folder. All communications with our providers and staff, whether written, verbal or electronic, become a part of your medical record.
- The Patient Portal is an optional service provided to you as our patient and is not meant to substitute for or limit your communications with our providers and staff.
- The Patient Portal is meant for non-emergency uses only. If you are in need of medical care, please call our office. In an emergency please call 911.
- At our sole discretion, we may choose to:
 - transmit your lab results to your Portal account in lieu of calling you on the phone
 - accept and respond to requests for medication refills
 - accept and respond to requests for appointments
 - transmit your Visit Summary to your Portal account in lieu of giving you a paper copy during your visit
 - make your Personal Health Record available to you in your Portal account in lieu of providing it to you in electronic format
 - make other information available to you in your Portal account



- We may also choose to limit these functions or discontinue the Patient Portal service at any time. If you have any questions about the information contained within the Portal, please contact us from within the portal or call our office and ask for the Patient Portal Administrator. We cannot fulfill prescription refill requests for controlled medications.
- The providers and staff at CareMedica make every effort to make sure that the information contained within the Portal is accurate and correct. If you find information that you feel is not accurate or correct, please let us know right away.
- The Patient Portal may be unavailable from time to time due to interruptions in Internet service, scheduled maintenance, or other circumstances beyond our control.

Clicking on the Accept button below constitutes your acceptance of and consent to the Terms of Use contained in this document and the risks inherent in using an Internet based service. In addition, you agree not to hold CareMedica or its providers and staff liable for network infractions beyond our control. The terms of use are subject to change without notice.

Providers and staff at CareMedica

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