

Patient Portal Agreement – Medical Associates of Drexel Hill

**In the event of an emergency, dial 911.
Do not use the Patient Portal.**

What is the Patient Portal?

The patient portal is a web-based system that allows for secure communications and transfer of information between the physicians and the patient.

Purpose of the Authorization

Medical Associates of Drexel Hill offers a patient portal that provides secure electronic access to your medical health information and secure electronic communications between our office and you for those patients who wish to participate. Secure messaging can be a valuable communications tool, but certain precautions should be used to minimize risks. In order to manage these risks, we have imposed some terms and conditions of participation. Your acceptance on this form will demonstrate that you have been informed of these risks and the conditions of participation and that you accept the risks and agree to the conditions of participation.

How the Secure Patient Portal Works

A secure web portal is a webpage that uses encryption (a form of electronic security) to keep unauthorized persons from reading communications, information, or attachments. Secure messages and information can only be read by someone who knows the right username and password to log in to the patient portal site. Our patient portal provides a secure method of messaging to ensure your privacy is in compliance with Federal and State regulations.

After logging in to the patient portal you can

- Use the messaging function to communicate with the office staff
- View results of lab and other diagnostic tests
- Request an appointment
- Request a medication refill
- View health summary information
- Print or save an electronic copy of a Clinical Summary

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. However, no transmission system is perfect. We will do our best to maintain electronic security. Keeping messages secure depends on two additional factors: the secure message must reach the correct email address, and the only correct individual (or someone authorized by that individual) must be able to have access to it. You are responsible for ensuring that we have your current email address and you agree to inform us immediately if it changes.

Protect your patient portal username and password information as you would protect your banking information. Safeguard this information so that only you or someone you authorize has access to this information.

If you believe someone has learned your password, you should immediately go to the website and reset it. You agree not to share your username and password with unauthorized persons and to maintain that username and password in a secure place at all times. Access to the patient portal is a free service but we reserve the right to change this policy if needed. We strive to keep all of your protected health care information completely confidential.

Patient Portal Eligibility

Current patients who are at least 18 years of age are eligible to access the patient portal. A username and password is required for each patient.

Participation in the patient portal is entirely voluntary and you are not required to use the patient portal to receive care from Medical Associates of Drexel Hill The patient portal provides access to different parts of your medical record, but not the complete medical record.

Conditions of Participating in the Patient Portal

Access to the secure web portal is a service, and we may suspend or discontinue it at any time and for any reason. If we do suspend or discontinue this service, we will notify you as promptly as we reasonably can. You agree to not hold Medical Associates of Drexel Hill or any of its staff or physicians or extenders liable for network or security infractions beyond their control. You must be at least 18 years of age to access the patient portal. You must also be an active patient of Medical Associates of Drexel Hill.

Medical Associates of Drexel Hill reserves the right to change the patient portal from time to time. Medical Associates of Drexel Hill may also suspend or terminate the patient portal at any time.

By accepting this agreement, you acknowledge that you understand the policies and procedures, agree to comply with them and all of your questions have been answered to your satisfaction.

Please choose participating status in accessing the Portal Mark and X in one of the choices below:

_____ I agree to access the Patient Portal and agree to abide by the information as cited above.

_____ I do not want to have access to the Patient Portal

Please provide us with your email, sign and date the form.

Email: _____

Signature

Date:

Please print your name: _____