



Patient Portal Authorization Form

Southern Family Medicine has created a Patient Portal to enhance the communication between our practice and our patients. Its purpose is for routine, non-emergency communication only, such as prescription refills, lab results, non-urgent medical questions, appointment reminder or requests, routine follow-up questions, referral requests, updating demographic information, appointment scheduling and bill payment. The Patient Portal is not designed to replace face-to-face encounters with our practice, but rather is designed to supplement those encounters.

Do NOT use the Patient Portal in event of a medical emergency. In case of emergency, dial 911 and contact your physician by telephone as soon as possible.

Enrollment

To enroll, you will provide a personal email address (not a work email). Your email address will be kept confidential and will not be shared with third parties except as required by law. Please ensure that you provide the practice with the correct email address, and be sure to notify us if your email changes.

Upon enrollment, the Patient Portal will populate your electronic record. Should any of this information be incorrect or out-of-date, please notify our staff through the portal. After completion of enrollment, you will receive an email when a message is waiting on the portal, prompting you to sign into the portal to view the message. Such emails will contain no confidential information.

Access

Access to the Patient Portal is password protected. Do not share your password with any individual with whom you would not share your confidential healthcare information. If you think that someone unauthorized has learned your password, promptly visit the Patient Portal to change it.

With parental consent, adolescent patients may have direct access to the Patient Portal. A parent's access to an adolescent medical record may be limited by law under certain circumstances or regarding certain kind as of health information.

If access to the Patient Portal is limited for any reason we will attempt to inform you via an automatically generated message.

Privacy

All Patient Portal information will be protected as is all medical and other personal information and all messages sent to Patient Portal will be encrypted for your protection. All communication via the Patient Portal will be included in your permanent patient record.

All electronic communication from you to the practice should be through the Patient Portal. Do NOT use your regular email account to send confidential information because such messages are not secure. Any of our staff may read your message or reply in order to assist in your healthcare. This is similar to how we handle telephone messages. Similarly, if your physician is out of the office your messages may be read by a covering physician.

Communication



Normal response to a portal message will occur within seventy two (72) hours, but no later than five business days in most cases. When the practice sends a patient a message, the system will let us know if you have viewed it. You do NOT need to reply that you have read it.

Proper subject matter the Patient Portal includes the following (Please be concise and use an appropriate subject line):

- Prescription refills (No narcotic refills. These must be completed in person)
- Non-urgent medical questions
- Appointment requests (We cannot guarantee that these request will be honored)
- Routine follow-up questions
- Referral requests
- Billing questions

Do NOT contact the practice via the Patient Portal regarding sensitive subject matter such as mental health issues, sexually transmitted diseases, genetic tests, or substance abuse treatment. These topics should be handled by direct, in-person discussion with a physician or other healthcare professional.

Conditions

The Patient Portal is to be used only for communication about your health needs. You agree not to attempt to circumvent any security safeguard used to protect the security of our information systems. The practice retains the right to modify, discontinue or suspend the Patient Portal service at any time and for any reason. Access to the Patient Portal is provided as a courtesy to allow enhanced communication between our patients and staff. Abuse of this courtesy will result in our discontinuing access to the portal. The practice understands the importance of privacy in regard to all of your confidential information and we will make all reasonable efforts to protect your date. You agree not to hold the practice or any of its staff liable for network infractions beyond its control.

By signing on the line below, you acknowledge that you have read this form and understand it.

Printed Name of Patient or Authorized Representative

DOB of patient

Signature of Patient or Authorized Representative

Date

Email address used for this authorization

Minors included in this authorization

DOB of minor

Minors included in this authorization

DOB of minor