

WATERTOWN INTERNISTS, PC

Watertown Internists, PC (the “Practice”) offers its patients, as a courtesy and as an optional service, the use of a secure web-page portal (the “Portal”). To use the Practice’s Portal, you must contact the Practice to enroll in the Portal system. You must agree to the Practice’s Portal Policy and Procedures by signing the Informed Consent and User Agreement. The Practice will then provide you with your access code to the Portal’s Web site.

Important Information Regarding the Patient Portal

- Use is limited to non-emergency communications and requests.
- In an emergency, call 911 or go to the nearest emergency room.
- You should normally allow up to 48 business hours (Mon-Fri) to receive a response from your healthcare provider or office staff to your communications and requests, although depending on the communications volume a longer period of time may be required before you receive a response.
- The Portal does not provide internet based diagnostic, triage or other medical services. A diagnosis can be made and treatment rendered only when the patient sees a healthcare provider at the office.

Patient Portal Features

- Access to Health Information: You may view a clinical summary concerning your most recent office visit, as well as lab results. You may request an electronic copy of this health information.
- Appointments: You may *cancel* an upcoming appointment with our office via the Portal up to 24 hours before the appointment. Please call the office via phone 315-782-2141 to cancel appointments with less than 24hours notice, or to make and or reschedule an appointment.
- Educational Resources: You may view educational resources on various topics located on the Portal’s webpage library. This information should not be construed as specific medical advice or instruction from the Practice or its healthcare providers. Nothing on our webpage library is intended to be used for medical diagnosis or treatment purposes.
- Medication Requests: You may request a renewal of prescriptions for your *current* medications.
 - Requests will **NOT** be accepted for new prescriptions or refills for conditions for which you are not being treated for by this this Practice.
 - The Practice does **NOT** renew prescriptions for narcotics and other controlled substances through the Portal; you must call the office (315-782-2141) regarding such matters and for initial prescription requests.
- Messages: You may send messages to your healthcare provider or office staff, and you may view and respond to messages they send to you. These messages may address medication questions, requests for test results, referral requests or billing matters, etc.
 - Communications regarding sensitive subject matters, such as mental health, HIV, etc., are **not** permitted through the Patient Portal.
- Update Information: You may make requests to update your demographic information, insurance information, medication lists, and allergies and even update your health history. Please note, that changes will not be made permanent without the Practice’s review of such information first.
- Additional Functionality: Additional functionality may be added in the future.

Etiquette When Using the Portal System

- Confirm that your name and other personal information in a message is correct.
- Please be concise.
- Review the message before sending it to make sure that it is clear and that all the relevant information is included.
- The system will send a notification to your e-mail address when a message has been sent to you in the Patient Portal.
- Your healthcare provider or office staff, in their judgment, may decline to respond to a communication, or to protracted communication requests, and may ask you to schedule an appointment at the office concerning the matter.
- You are responsible to update your contact information with the office as soon as it changes, including the email address you designate for messages outside of the Portal system.
- Although your healthcare provider or office staff will use reasonable efforts to respond within 48 business hours of receiving your request, you are responsible to monitor whether you have received a response to your requested communication. If you have not received a response to a communication request, you should call the office at 315-782-2141
- The Portal account is solely for your personal use, and you shall not authorize others to use your Portal account, including your profile or email information.
- You agree that you shall not: 1) interfere with or disrupt (or attempt to interfere with or disrupt) the Patient Portal, servers or networks hosting or connected to the Patient Portal. 2) Transmit any file which contains viruses, Trojan Horses, or any other contaminating or destructive feature. 3) Provide any information to the Practice that is false or misleading, that attempts to hide your identity, or that you do not have the right to disclose. 4) Attempt to resell the Patient Portal or any portion of it. 5) Create a link to or otherwise link over from your website or webpage, to the Patient Portal, without prior written permission from the Practice.

Privacy

- All messages sent to you will be encrypted.
- Electronic messages from you to your healthcare provider and any office staff should be through the Portal only. Messages outside of the Portal system are not secure. Your healthcare provider and the office staff will send electronic communications only through the Portal's system, except as noted otherwise in these Policies and Procedures.
- Any of the Practice's staff may read your messages or reply to you, so that you may receive a response in a timely manner.

Privacy Protection of Your Health Information

All communications concerning your personal health information carry some level of risk. While the likelihood of risks associated with the use of our Portal communications system is substantially reduced, there are risks which are important for you to understand. It is important for you to consider these risks each time you intend to communicate with us using the Portal system. You should communicate in a manner that reduces the likelihood of the risks occurring.

Some helpful things to keep in mind include:

- Do not store, send or access messages on your employer-provided computer or hand-held device. Personal information is normally accessible by your employer.
- Use a screen saver or close your messages so that others nearby cannot read them.
- Keep your username and password safe and private.
- If you think someone has learned your password, you should promptly change it using the Portal.
- Never use a public computer to access the Portal.
- Make sure we have your correct email address and are informed if it ever changes.
- Keep track of who has access to your email account; so that only you can see the messages you send and receive from us.
- Update and run your anti-virus software regularly.

The Practice, its healthcare providers and staff are not responsible to you for security infractions or intrusions resulting from your failure to follow prudent security measures when you access the Portal, including those described above, or for network infractions beyond its reasonable control.

Access, Use of Online Communications and Conditions of Participation

- 1) The Portal is offered by the Practice, as a courtesy and as an optional service. Use of the Portal is restricted to current patients and is subject to all terms and conditions of the Practice's Patient Portal Policies and Procedures.
- 2) The Practice does not permit minors to use the Portal, whether or not they are legally emancipated.
- 3) All communications via the Portal will be included in the clinical record maintained by the Practice.
- 4) Online communication does not replace any of the other ways in which you can communicate with your healthcare provider. It is an additional option and not a replacement. You are encouraged to contact the office via telephone 315-782-2141, the mail or in person if you need further assistance.
- 5) In addition to online communication, you may be directed to contact us via telephone 315-782-2141 or in person at any time.
- 6) The Practice does not guarantee that the Portal system will be accessible 24hours a day, 7 days a week. The Portal system may be unavailable, without prior notice to you, due to routine maintenance (nightly between 11pm-3am) or due to circumstances beyond the control of the Practice.
- 7) The Practice may suspend or terminate operation of the Portal without advance notice to you. The Practice and its healthcare providers and staff shall have no liability or responsibility to any patient who is unable to access the Portal system for any reason.
- 8) The Practice may dis-enroll at any time, without prior notice and without cause or for cause in its discretion, a patient or other individual from use of the Portal. By logging onto the Portal, you agree to all terms and conditions of the Practice's Patient Portal Policies and Procedures, and any amended or superseded Policies and Procedures adopted by the Practice.
- 9) The Practice may amend, supersede or rescind its Patient Portal Policies and Procedures at any time, without prior notice. The Practice will make reasonable efforts to post such matters on the Portal, but by logging onto the Portal you agree to any such amended or superseded Policies and Procedures. The Practice shall have the discretion to determine how its Patient Portal Policies and Procedures apply in a given situation, and its determination shall be final, binding and non-reviewable.
- 10) The Practice is the owner of all of its records and data, whether in electronic, paper or other form, subject to such access, copying and other rights as may be provided to the patient by federal and state law. If you receive access to health care information which is not yours, you must immediately stop viewing such information and immediately notify the Practice via a secure message on the Portal or by phone call 315-782-2141.

**Watertown Internists, PC
Patient Portal User Agreement**

Name _____ DOB _____

Address _____

E-mail Address _____

Purpose of this Form

Watertown Internists (the "Practice") offers a secure way for its patients to view certain parts of their health information maintained in an electronic health record and to communicate with their healthcare provider and office staff. While secure messaging can facilitate communications, it has certain risks. In order to manage these risks, there are some conditions of participation. This form is intended to document that you have been informed of these risks and conditions of participation, that you accept the risks, and that you agree to the conditions of participation and to the Practice's Patient Portal Policies and Procedures and as they may be amended or superseded from time to time.

How the Patient Portal Works

A secure web portal is a kind 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 correct password or token to log in to the portal site.

Protecting Your Private Health Information and Risks

This method of communication 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 must be able to access it. Only you can make sure these two factors are present. Please make sure we have your correct email address and are informed if it ever changes. You also need to keep track of who has access to your email account; so that only you can see the messages you receive from us.

Conditions of Participating in the Patient Portal

Access to this secure web portal is an optional service and we may suspend or terminate it at any time and for any reason. If we do suspend or terminate this service, we will notify you as promptly as we reasonably can. By signing below, you acknowledge that you have read and agree to comply with the Practice's Patient Portal Policies and Procedures, which have been provided to you. If you do not understand or do not agree to comply with or do not consent to our policies and procedures, please do not sign this form. If you have any questions or need further information, please let us know before signing the form.

Patient Agreement:

Patient Name: _____
(Printed name)

Patient Signature: _____

Date: _____

DOB: _____