

# Patient Portal Authorization Agreement

## Lake Area Pediatrics

Name of Parent: \_\_\_\_\_  
Email Address: \_\_\_\_\_  
Names of Children: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

### **Purpose of this Form**

Lake Area Pediatrics offers secure electronic access to your medical record 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 signature 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 password or passphrase to log in to the Portal site. Using the connection channel between your computer and the Web site, you can read, view or send information on or from your computer. It is automatically encrypted in transmission between the Web site and your computer.

### **How to Participate**

You may compose, pick up, and reply to secure messages or view information sent to you through the Patient Portal. Once you have reviewed, agreed to, and signed our policies and procedures regarding use of the Patient Portal, we will assign you a username and password.

You may then login to the Patient Portal through our website at [www.gotomyclinic.com/lakeareapediatrics](http://www.gotomyclinic.com/lakeareapediatrics)

### **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 only the 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 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 Web site and change 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. Please read our Notice of Privacy Practices for additional information on uses and disclosures.

**Conditions of Participating in the Patient Portal**

Access to 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 reasonable can. You agree to not hold Lake Area Pediatrics or any of its staff or physicians liable for network or security infractions beyond their control. By signing 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. If you do not understand, or do not agree to comply with our policies and procedures, do not sign this agreement and do not request a username and password.

If you have question we will gladly provide more information.

**Patient Acknowledgement**

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

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For Office Use Only

I have authenticated the identity of the person named on this authorization form:  
Picture ID\_\_ Other (specify) \_\_\_\_\_

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date



## Lake Area Pediatrics Patient Portal

IN THE EVENT OF AN EMERGENCY

DIAL 911 ... DO NOT USE THE PATIENT PORTAL

Starting July 15, 2012 Lake Area Pediatrics began offering our internet based, HIPPA compliant Patient Portal which allows us to communicate with you securely via the Internet.

### **What is the Patient Portal?**

The Patient Portal is a web-based system that allows for secure communication and transfer of information between Lake Area Pediatrics and the patient. When a patient logs in to the Portal, current data is pulled directly from the clinic's database and is displayed on the web page. Patient information is NOT stored on the Patient Portal server.

### **Explanation of and Guidelines for Use of the Patient Portal**

Due to patient privacy laws, we do not accept electronic patient communications through traditional email.

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 Portal a patient can:

- Use the messaging function to communicate with clinic staff
- View results of lab and other diagnostic tests
- Add an appointment request to a wait list
- Cancel an appointment up to 48 hours prior to appointment (otherwise you must call 24 hours before). Remember our no show policy still applies.
- Request a referral
- Request a medication refill (except controlled substances)
- View health summary information and send update requests
- Print or save an electronic copy of health summary and immunizations

### **Response Time**

Please do not use the Patient Portal for urgent messages. Outside of weekends we will normally respond to non-urgent inquires within 24 hours but no later than 48 hours after receipt. If you have not heard from us within 48 hours, please call the office at (936) 582-5620 to check the status of your request. If we are unable to access the Patient Portal for any reason please contact us by phone.

## **General Guidelines for Communication**

Please be concise as possible. If your communication contains too many issues or complex issues we will ask you to come in for an appointment to discuss your concerns and questions you may have. Remember that all communications will be part of your medical record.

Include an appropriate subject line such as "Appointment", "Refill", etc.

The Patient Portal is not designed to replace the face-to-face encounter. Rather, it is designed to supplement those encounters.

## **Privacy and Security**

All messages sent to you will be encrypted. Your email address is confidential and protected information. We will protect this information as we do all of your medial and other personal information. We will not purposefully share this information with a third party unless authorized by you or required by law. Similar to phone communications, messages may be read and addressed by staff other than the physician staff. When your physician is out of the office your emails may be addressed by a covering provider. Access to our internal network and electronic medical records (EMR) is password protected. Use of the Patient Portal is extended as a courtesy to allow enhanced communication between our patient and their doctor. Abuse of this courtesy will result in our discontinuing electronic communication with you.

## **Getting Started**

After providing a valid e-mail address, we will create a Patient Portal account for you.

1. A message will be sent to your e-mail address containing a link to the Patient Portal initial log-in site. For HIPPA compliance your child's name will not appear on the e-mail. If you have registered more than one child at a time, you will receive the e-mails in order of decreasing age (oldest first).
2. Upon reaching the initial log-in site you will be asked to enter the four pieces of data specific to that child: a) last name, b) birth date, c) gender, and d) zip code of his/her residence. Please be sure not to enter the parent's data by mistake.
3. On pressing Submit you will be taken to another page which will provide you with your child's User Name and temporary password (which you will be required to change for security purposes).
4. You must use the User Name and your newly chosen password to access the Patient Portal. You may use the same password for all your children.
5. You can also access the portal by going to [www.gotomyclinic.com/lakeareapediatrics](http://www.gotomyclinic.com/lakeareapediatrics) or through a link at our website ([www.lakeareapediatrics.com](http://www.lakeareapediatrics.com)). A document called "How to Use the Patient Portal" is posted on our website. Please note that our patient website has a different internet address than the Patient Portal.
6. If you attempt to log on to the Patient Portal three times unsuccessfully you will be "locked out." Please call us to re-set your password.