

TERMS OF USE OF THE PATIENT PORTAL

THE PURPOSE OF THE PATIENT PORTAL

The Patient Portal is a web-based system that is available to you 24 hours a day and 7 days a week. It gives you a private way to see parts of your medical records from Meridian Internal Medicine. It also lets you send and receive private messages to and from our practice.

You can also:

- get lab or radiology test results,
- ask your doctor to refer you to another doctor,
- send and receive messages about your care,
- ask for a drug refill (for you only),
- read and print a visit summary

USING THE PATIENT PORTAL

The first time you log in to the Patient Portal, read the instructions.

You will see information from your medical record.

Here are some things you should know about using the Patient Portal to send messages to us:

- **DO NOT USE THE PATIENT PORTAL FOR EMERGENCIES. If you think you have a medical emergency, call 911, go directly to an emergency room, or call your doctor right away.**
- All emails you receive through the Patient Portal are private. Any email you receive from our practice outside of the Patient Portal will simply tell you that you have a new message in the Patient Portal; you will have to log in to the Patient Portal to view messages that discuss your health care.
- You should send messages **through the Patient Portal**. If you send messages without using the Portal, like emails, Facebook messages, text messages, etc, they will **not** be secure.
- Our system will know when you read emails sent by our staff members through the Patient Portal. You do not need to reply to an email that tells you a message has been read.
- Your emails should be short and easy to read.
- We try to answer emails in 24 hours, but sometimes it can take three work days. If you need an answer more quickly, please call our office.
- Most of the time, results of lab or radiology tests usually will be ready in two to five work days. If it takes longer for you to see these test results in the Patient Portal, call your doctor.
- Do not use the Patient Portal as a substitute for seeing your doctor.

- Do not use the Patient Portal to talk about sensitive subjects. These subjects include HIV status, other communicable diseases, mental health problems, substance abuse, or work excuses.
- You must follow the law when using the Patient Portal. Do not send messages that include threats, bad language, lies, or any type of computer virus. Meridian Internal Medicine will delete any of these types of messages, and may decide to no longer allow you to use the Patient Portal if you send messages of these types.
- Narcotics and stimulants will not be refilled through the Patient Portal unless you have been seen at an office visit within the last 90 days. If you need a refill of this type of medication and you have not been seen in the last 90 days, please call our practice to schedule an appointment.

YOUR MEDICAL RECORDS

Your medical record includes information about your health problems, allergies, and drugs that you take. It also includes discussions with your doctor and others at Meridian Internal Medicine about your health care. Any information you provide when using the Patient Portal may become part of your medical record.

You agree to give correct information for your medical record through the Patient Portal, to review it from time to time, and to update your information or let us know when there are changes.

You may let some other person (such as a family member) have access to your medical record through the Patient Portal by telling Meridian Internal Medicine in writing that you wish to do so.

PATIENT PORTAL SECURITY

The Patient Portal is secure so that only approved users at Meridian Internal Medicine can see your health information and messages. If you have shared your email password with any other person, you should get a new, private email account, unless you want this person to be able to see your health information and emails. You must let us know if your email address changes.

You must keep your Patient Portal user name and password safe. If you think anyone knows your password, or if you forget your password, go to the portal site and change it. You can also request your password be reset by calling the office. Also, tell Meridian Internal Medicine if someone else has used your password to log in to the Patient Portal. You are in charge of your use of the Patient Portal and who you allow to access it with your email password.

We will not share your email address with outside parties.

The Internet is not always available, so sometimes you may not be able to use the Patient Portal.

You agree not to blame Meridian Internal Medicine or any Meridian Internal Medicine staff member for any harm linked to your use of the Patient Portal, and Meridian Internal Medicine disclaims any liability.

E-VISITS

Established Medicare patients may have non-face-to-face patient-initiated communication with their provider without going to the doctor's office by using online patient portals. For these E-Visits, the patient must generate the initial inquiry and communications can occur over a 7 day period. The Medicare co-insurance and deductible would apply to these services.

ENDING PATIENT PORTAL ACCESS

We have the right to change the Terms of Use for the Patient Portal at any time and for any reason. If this happens, we will post new Terms of Use on our website. If you continue using the Patient Portal after a change, it means that you agree to the new terms. Please visit our website from time to time and print the latest Terms of Use for your records.

Either you or Meridian Internal Medicine may end your right to use the Patient Portal at any time and for any reason.