

HERA Health Care ELECTRONIC Medical RECORDS Policy

We decided from inception to keep up with the revolutionary electronic technology and implement **ELECTRONIC Medical Records**. What does this mean for you?

We are providing an electronic portal - **FREE OF CHARGE** - through which you can access your doctor's notes and will be able to find ALL lab results reviewed at that visit, attached as a PDF document. You can download your doctor notes, print them as well as your labs and take them with you to any other doctor's office.

You will be provided with the portal access when you are registered as a NEW patient, and we welcome you to the practice. The portal access registration document provides you with:

- Instructions on how to access the portal
- Your username
- Your temporary password
- Instructions on how to navigate the portal

Please keep access information for your portal and these instructions in a safe location and treat it like you do all your other important data. **We are not responsible for breaches in security that occur from your negligence.**

PASSWORDS RESET FOR THE PORTAL are required if you forget your password.

Should you lose your username and password access to the portal we will be happy to reset it for you - you are allowed 4 FREE password resets in a 12 months period. Some patients are constantly asking for password resets sometimes more than 3 times in a month. It is unfair to the other patients who are not able to have access to office staff to request refills or communicate regarding health issues with the office staff.

Should you need your password reset more than 4 times in 12 months you will be charged \$5 each time you require a password reset. Please feel free to make your payment via Papaya first and then call us with your request.

If you prefer that we send records on your behalf to another physician's office, even though you have FREE portal access and could do it yourself, we require that you pay for our time and effort **a \$35 FEE** for medical records processing. We will require a HIPPA release signed by you that authorizes us to send your records to your doctor of choice, before we send any records. Normal processing time is 10 business days from the date both payment and the signed HIPPA release form are received by our office.

If you require your records sent over urgently, we can accommodate you, but our staff might need to work overtime for this, so you will be required to pay an **extra \$15 FEE**, for a total of \$50. We guarantee that your records will be sent in 2 business days from receipt of payment and HIPPA release.

The HIPPA release form is available online at www.herahealthcare.com to download and print. You will need to complete form in its entirety and provide the receiving doctor's office ph no and FAX number where you want the records sent.

To expedite records processing it is THE PATIENT'S responsibility to communicate with office staff and verify that they HERA Health Care staff is aware that the payment and HIPPA release form have both been received to initiate the medical records processing.

Please call 805 379 9110 ext 3 for medical records.