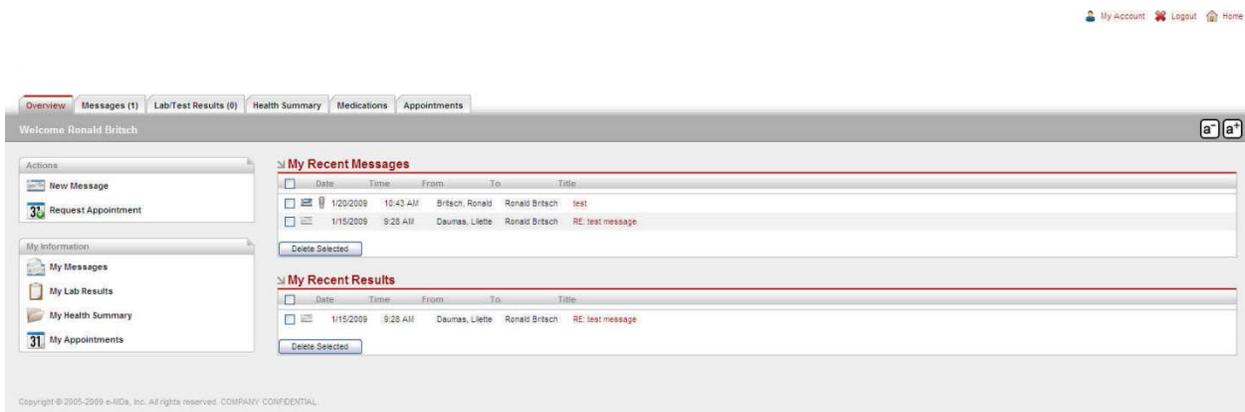




Getting Started with the Patient Portal

1. Request Patient Portal access from any staff member at Family Health Center.
2. Review, sign, and agree to the policies and authorization form you will be provided.
3. Provide your e-mail address, your preferred pharmacy and pay the annual fee of \$25 (non-refundable).
4. After this is complete, you can expect to see a welcome e-mail. On this e-mail, you will click on the URL link (webpage) and use the assigned login and password.
5. Once logged into the portal, you should go to "My Account" on the top right of the page. Here you can change your username and password to something only you will know. This is essential to make sure your information remains secure and private! After the above is complete, you should be able to use the site. Here's a screenshot.



Available components:

1. **Messages**: This allows you to send and receive secure e-mail to/from our staff. This may include attachments, or other information. Use of this is very similar to standard e-mail. Here you can also request a referral, ask billing questions, or even make suggestions on how we can improve the site.
2. **Lab/Test Results**: Here you can receive copies of labs/tests done in the office, test results, and any explanations or comments done by your provider. This is a read only area, but if you have questions, you can e-mail us in the messages section.
3. **Health Summary**: Here you can view information entered into various parts of your electronic health record. These are available for you to review and check for accuracy as well as print for other physicians or to keep for your records. If it isn't complete, we might have the information, but it is not yet entered in a way you can view it through the portal. Here you can also make suggestions/comments on the information added, but it will not be a permanent part of your chart until approved by our staff.
4. **Medications**: Here you can see current and past medications written by our office or entered by our staff. You can also request refills here, just please make sure we have your preferred pharmacy information.
5. **Appointments**: In this section you can view upcoming appointments or see requested appointments. In addition, you have the ability to request appointments or schedule directly into open slots.

Access the Patient Portal from our clinic's main website at www.fhcpllc.com



Policy and procedures for using the Patient Portal

1. Email usage
 - a. Do not use the messaging system of the Portal for emergencies or urgent communication. Instead, call 911 (medical emergency).
2. Proper subject matter of messages
 - a. Use the subject matters embedded in the system, if possible, like prescription refills, lab results, appointment requests, etc.
 - b. Sensitive subject matter (HIV, mental health, sexual issues) is not permitted as these are best discussed in person with your doctor.
 - c. We do not refill narcotics/stimulants through the Patient Portal. Call your pharmacy for refills.
3. Be concise in your requests to avoid numerous message exchanges just to clarify your intentions
4. Current functionality of the Patient Portal includes:
 - a. Messaging via secure email
 - b. Refill requests. Make sure we have your preferred pharmacy on file.
 - c. Viewing and printing of standardized continuity of health record.
 - d. Viewing and updating of health information (subject to approval by the clinic staff)
 - e. Referral requests
 - f. Appointment requests.
 - g. Appointment management: Confirm, cancel or reschedule.
 - h. Lab results: View and print lab results including messages from your doctor.
 - i. Billing: Submit billing questions to our billing staff.
 - j. Various updating functions: Demographics, insurance, medications, email, etc. (subject to approval)
5. ALL patient portal communication will be included in your patient record
6. Our Portal is set up to check your messages when they are viewed, so there is no need to reply that you have read them
7. Privacy:
 - a. All messages you send via the Portal will be encrypted (see informed consent which is required).
 - b. Email to our staff should only be via the Portal. Regular email is not secure and inappropriate to communicate with our staff.
 - c. Your email address is not shared with anyone.
 - d. Email sent to Dr. Ayo and Dr. Davis will go into their inbox, however, they may be read by other staff members in an effort to support our providers, something similar to how phone messages might be re-routed. For very personal matters you should speak to your provider in person.
8. Response time:
 - a. After initial sign-up for the Portal and agreeing to the policy and procedures as well as the informed consent, you will get a welcome message to your email address on file. This message contains your login name and password and a link to our Portal web page.
 - b. While we monitor our messaging system throughout the day, we normally respond to non-urgent email within 24 hours, or the next business day.
9. Term of agreement and fee
 - a. The term for this agreement is one year from the time the Portal account has been activated. The yearly fee is \$25.00 (non-refundable) to be paid before the account is activated.



Patient Portal Informed Consent

Patient Information

Name: _____

DOB: _____

Email address: _____

Preferred Pharmacy: _____

(Specify address and/or phone number to identify the correct location)

Purpose of this Form

Family Health Center offers secure viewing of parts of your medical record and communication with our staff as a service to our patients. Secure messaging can be a valuable communications tool, but has certain risks. In order to manage these risks we need to impose some conditions of participation. This form is intended to show 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. This service is optional and not necessary to interact and communicate with our clinic. Since this is a valuable optional service, we charge a yearly fee of \$25.00 (non-refundable) to cover some of our cost of maintaining and updating this web service.

How the secure 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 right password to log into the portal site.

How to participate in our patient portal

You can compose, pickup, and reply to secure messages or view information sent to you through a website. Once this form is agreed to and signed, we will send you an e-mail notification that tells you how to register for the first time. This notification will give you the URL (internet address) of the website where you can log in using the username and password provided. Next you will be able to look in your message box and see any new or old messages or view other parts of your electronic medical record. You can read or view information on your computer, but it is still encrypted in transmission between the website and your computer.

You can view more clinic specific information or access the Patient Portal through www.fhcpllc.com using the portal link on our clinic web page.

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, keeping messages secure depends on two additional factors:

- The secure message must reach the correct e-mail address.
- Only the correct individual, or someone authorized by that individual, must be able to get access to it.



Only you can make sure these two factors are present. We need you to make sure we have your correct e-mail address and are informed if it ever changes. You also need to keep track of who has access to your e-mail account; so that only you, or someone you authorize, can see the messages you receive from us.

If you pick up the secure messages from a website, you need to keep unauthorized individuals from learning your password. If you think someone has learned your password, you should promptly go to the website and change it.

We understand the importance of privacy in regards to your health care and will continue to strive to make all information as confidential as possible and will never sell or give away any private information, including e-mail addresses, without your written consent.

Conditions of participating in the patient portal

Access to the 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 the service we will notify you as promptly as we reasonably can. You agree to not hold Family Health Center, PLLC or any of its staff liable for network infractions beyond their control.

Before you were given this form, we provided you with our policies and procedures for using this web portal. We need you to understand and comply with these, and by signing the form below you acknowledge that they were explained to you and that you agree to comply with them. If you do not understand, or do not agree to comply with our policies and procedures, do not sign this form. If you have any questions, we will gladly provide more information.

Patient Acknowledgement

Signature: _____

Date: _____