

Patient Portal Terms of Service

1. These terms of service apply to the use of the electronic patient portal that is part of our electronic medical record system. The purpose of the Patient Portal is to make routine, non-emergency communication more convenient and to provide parents with better access to their children's health information. Please follow these guidelines and contact us if you have any questions.
2. **DO NOT** use the Patient Portal to communicate if there is a medical emergency. Please dial 911, and then contact your child's doctor by telephone as soon as possible to inform us of your child's issue.
3. You agree not to use the Patient Portal for any purpose other than to communicate with us about your health needs or the health needs of your child. You agree not to attempt to circumvent any security safeguard that we use to protect the security of our information systems.
4. All communication via Patient Portal will be included in your child's permanent patient record.
5. A parent's access to an adolescent's medical record may be limited by law under certain circumstances or for certain kinds of health information.
6. If feature is enabled, we will normally respond to messages within forty eight hours, but no later than three business days after receipt in most cases.
7. If we are unable to access the Patient Portal for any reason we will attempt to have an automatic response inform you of this as soon as possible. The proper operation of the Patient Portal may be interrupted by problems with computer hardware or software, interruptions in internet services, computer viruses or other problems beyond our control. If you need to reach us and the portal is not working, please call us.
8. All electronic communication from you to the practice should be through the Patient Portal. Do not use your regular e-mail account to send us confidential information since regular e-mail is not secure.
9. Any of our staff may read your messages or reply in order to assist in your child's healthcare. This is similar to how we handle telephone messages.
10. When we send you a message, our system will let us know when you have viewed it, so you do not need to reply that you have read it.
11. Proper subject matter for the Patient Portal includes, but is not limited to prescription refills/confirmation, referral request to specialist and appointment reminders. Please avoid discussion around sensitive subject matter such as mental health issues, sexually transmitted diseases, genetic tests, or substance abuse treatment. These topics should be handled by direct, in person discussion with a Pediatrician or other health care professional.
12. You can send refill requests for most medicines. Please make sure we have your correct pharmacy information. **We cannot refill requests for narcotics, stimulants or other controlled substances through the portal.** You will need a face to face encounter at our office for this purpose.
13. These Policies and Procedures are subject to change without prior notice. We retain the right to modify, discontinue or suspend the Portal service for any reason at any time.