

## Informed Consent to use Patient Portal

### Patient Information

Name: \_\_\_\_\_ Date of Birth: \_\_\_\_\_

Email Address: \_\_\_\_\_

**Purpose:** Initial Point Family Medicine offers a secure way for our patients to view parts of their records and communicate with our staff. 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, therefore, 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.

**How it 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 or pass-phrase to log in to the portal site. **If you loose your password we cannot give it to you over the phone. You must come to the office to get a copy.**

**How to participate:** You can compose, pick up and reply to secure messages or view information sent to you through a web site hosted by our electronic health records company. Once this form is agreed to and signed, we will send you an email notification that tells you how to register for the first time. This notification will give you the URL (internet address) of the web site where you can log in. By clicking on the URL you will activate your internet browser, which will open the web site. You will then be able to log in using the user name 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 record. Because the connection channel between your computer and the web site uses "secure sockets layer" technology, you can read or view information on your computer, but it is still encrypted in transmission between the web site and your computer.

**You can access the portal through [www.initialpointmedical.com](http://www.initialpointmedical.com)**

**Privacy Protection 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 email address and 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 email address and we are informed if it ever changes. You also need to keep track of who has access to your email account so that only you, or someone you authorize, can see the messages you receive from us. If you think someone has learned your password, you should promptly go to the web site 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. We will never sell or give away any private information, including email addresses, without your written consent.

**Conditions of Participation:** Use of the Patient Portal and appendix is governed by the terms and conditions of this informed consent and the policies and procedures. Please read this agreement carefully before accessing or using the Patient Portal. Access to this secure site is an optional service, and we may suspend or terminate it at any time and for any reason. We reserve the right at any time and from time to time to modify the Patient Portal site or documents or any part thereof, with or without notice. Any modifications made to this document or its appendix will be effective immediately upon posting on the site. By accessing or using the Patient Portal, you agree to be bound by all of the terms and conditions of the Patient Portal as posted on the site at the time of your access or use. You agree to review the Patient Portal documents on the website each time you use the Patient Portal so that you are aware of any modifications made to the Patient Portal documents. You agree not to hold Initial Point Family Medicine or any of its staff liable for network infractions beyond its control. All site users represent and warrant that they are at least 18 years of age and that they possess the legal right and ability to agree to these terms of participation as set out in the Patient Portal documents and to use the site in accordance with these documents. We are offering this service free of charge until the end of the year at which time we reserve the right to charge an annual fee. We will provide adequate notice of such fees prior to them taking affect.

Before you were given this form, we provided you with our policies and procedures for using the Patient Portal. We need you to understand and comply with these, and by signing this form below you will 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 \_\_\_\_\_

## **Patient Portal Guidelines Policy and Procedures**

Do NOT use email to communicate if there is an emergency or to communicate about HIV/AIDS

- In an emergency, call 911 or for urgent needs call Initial Point Family Medicine at (208)884-0835 immediately
- Sensitive subject matter (HIV/AIDS, mental health, work excuses, etc.) is not permitted

Proper subject matter for portal communication:

- Medical questions, lab results, appointment requests and reminders, routine follow-up questions, etc.

Current functionality of Patient Portal:

- Email and secure messaging for non-urgent needs
- Viewing of lab results that have been sent to you
- Viewing of selected health information (allergies, medications, current problems, past medical history)
- Referral requests
- Appointment requests and reminders
- Viewing of past and current statements

Because your login is tied directly to your Electronic Health Record in our office, you do not need to enter information such as phone numbers, addresses, UNLESS they are new or different than you have given us before.

All communications will be included in your patient health record.

Privacy:

- All messages sent to you via a secure web portal.
- Emails from you to any staff should be through this portal or they are not secure.
- We will keep all email lists confidential and will not share this with other parties.
- Other Initial Point Family Medicine staff members may read your messages or reply in order to help the clinician that has been emailed.

Response time:

- After you agree to the Policy and Procedures and sign the informed consent we will attempt to send a welcome message to you. This will provide a link to the login page. We will not be able to communicate via email with you any other way
- We will normally respond to non-urgent email inquiries within 24 hours but no later than 3 business days after receipt
- If we are unable to access email for any reason we will attempt to have an automatic response inform you of this as soon as possible

Cost:

- At this time the portal access will be free, but at some point in the future IPFM may be charging an annual fee that will be billed in January.

*All Policies and Procedures are subject to change without notice*