



Patient Portal User Agreement

PATIENT NAME: _____ PATIENT DOB: _____

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PATIENT EMAIL ADDRESS: _____

Ironwood Family Practice provides this site in partnership with e-MDs®, electronic health record (EHR) software, for the exclusive use of its established patients. The patient portal is designed to enhance patient – physician communications. All users must be established by a previous office visit.

We strive to keep all of the information in your records correct and complete. If you identify any discrepancy in your record, we encourage you to notify us immediately. Additionally, by using the patient portal, the user agrees to provide factual and correct information.

The information on the patient portal is maintained by Ironwood Family Practice at its current physical facility – 920 Ironwood Drive Suite 101, Coeur d'Alene, Idaho 83814.

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THE PATIENT PORTAL PROVIDES THE FOLLOWING SERVICES:

- Medical refill request (must be a medication prescribed by an Ironwood Family Practice provider).
- Communication of laboratory results from staff to patient.
- Review/update patient's medical summary, medication list, treatment history and visitation dates.
- Limited communication regarding ongoing treatment.
- Billing questions
- Referral requests

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PATIENT PORTAL RESTRICTIONS:

- No internet-based triage and treatment request. Diagnosis can only be made and treatment rendered after the patient schedules and sees a medical provider.
- No emergent communications or services. In an emergency call 9-1-1 or for an urgent need call the clinic at (208) 667-4557.
- No communication of sensitive subject matter such as mental health, work excuses, HIV/AIDS, etc.
- **NO REQUEST FOR NARCOTIC/CONTROLLED MEDICATIONS WILL BE ACCEPTED.**
- Do not request a refill for a medication not prescribed by an Ironwood Family Practice medical provider.



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It may take 72 hours or 3 business days to receive a response to an email request. If you do not receive a response within 72 hours or 3 business days you should contact the office at (208) 667-4557.

The patient portal is provided as a courtesy to our valued patients. While some offices charge for this convenience on an annual basis, we are focused on providing the highest level of service and health care.

At the discretion of Ironwood Family Practice, if abuse or negligent usage of patient portal is suspected, we reserve the right to terminate patient portal offering, suspend user access, or modify services offered through the patient portal.

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PROTECTING YOUR PRIVATE HEALTH INFORMATION AND RISKS

The patient portal is provided in partnership with e-MDs®, our EHR software vendor and provider. The data is stored at Ironwood Family Practice. The data is on HIPAA-compliant VPN with high level encryption that exceeds the HIPAA standards. While we believe that the IT infrastructure and data are safe and secure, it does not guarantee unforeseen adverse events cannot occur. To the extent that it is possible, Ironwood Family Practice has undergone rigorous IT implementation and security standards exceeding industry recommendations.

Please read our HIPAA policy for information on how private health information (PHI) is used at Ironwood Family Practice. All new and established patients have signed a HIPAA agreement form and have been given a copy of our HIPAA policy. If you do not recall having signed a HIPAA agreement form or need to reacquaint with our HIPAA policy, a printed copy will be provided to you for your review.

Ironwood Family Practice will do its best to maintain electronic security. Keeping messages secure depends on two additional factors:

- The secure message must reach the correct email address.
- Only the correct individual (or someone authorized by that individual) must be able to have access to messages.

You are responsible for ensuring that Ironwood Family Practice has your current email address and you agree to inform us immediately if it changes. You are to protect your username and password information as you would protect your banking information. You are to safeguard this information so that only you or someone you authorize has access to this information. If you believe someone has learned your password, you should immediately notify Ironwood Family Practice so this can be changed. You agree not to share your username and password with unauthorized persons and to maintain that username and password in a secure place at all times.

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Always remember to log out and close your browser when you are finished accessing password protected patient portal services. This prevents someone else from accessing your personal information. **YOU SHOULD NEVER USE A PUBLIC COMPUTER TO ACCESS THE PATIENT PORTAL.**

Patient Acknowledgement and Agreement

I acknowledge that I have read and fully understand this consent form. By signing this consent I understand that patient portal will now be the primary way my provider and my provider's nurse will communicate with me for non-urgent communications and I also understand that it is my responsibility to check my email regularly. I have been given risks and benefits of patient portal and agree that I understand the risks associated with online communications between my physician and patient, and consent to the conditions outlined herein. I agree not to hold Ironwood Family Practice or any of its staff or physicians liable for network or security infractions beyond their control. I acknowledge that using the patient portal is entirely voluntary and will not impact the quality of care I receive from Ironwood Family Practice should I decide against using the patient portal. In addition, I agree to adhere to the policies set forth herein, as well as any other instructions or guidelines that my physician may impose for online communications. I have been proactive about asking questions related to this consent agreement. All of my questions have been answered with clarity.

Patient Signature

Date