



Patient Portal Policy and Procedures

DO NOT use Portal to communicate if there is an emergency
DO NOT use Portal to communicate about your Current Pregnancy

Proper Subject Matter:

- Prescription refills, medical questions, lab results, appointment reminders or requests, routine follow-up questions, etc.
- Sensitive subject matter (HIV, mental health, work excuses, etc.) is not permitted.
- We do not refill narcotics/stimulants through this site.
- Please be concise when typing a message.

Current functionality of Patient Portal:

- Email and secure messaging for non-urgent needs.
- Refill requests (please make sure we have your correct pharmacy information).
- Viewing of lab results that has been sent to you.
- Viewing and printing of “continuity of health record.”
- Viewing and “updating” of health information.
- Viewing of selected health information (allergies, medications, current problems, past medical history) **Note - You can make changes/additions to your health records, medication lists, etc. but this will not change your permanent record without our review of the information.*
- Referral Requests
- Appointment requests
- Billing questions
- Update your demographic information (ie address, phone number, insurance)
Other functions are in development to allow easier access!

All communication via Patient Portal will be included in your permanent patient record

Privacy:

- All messages sent to you will be encrypted, see Patient Portal Information for explanation
- 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
- Any of our staff may read your messages or reply in order to help the Clinician that has been e-mailed. **(Similar to how phone communication is handled)*
- Our system will check when messages are viewed, so you do not need to reply that you have read it.

Response Time:

- After you agree to the “Policy and Procedures” and sign the Consent Form, we will attempt to send a “welcome message” email to you. This will provide a link to the Portal login screen. [If you have not received an email from us within 3 working days, please call the office and ask for Maria.]
- **Note -we will not respond directly to your email. All communication occurs through the Patient Portal instead.*
- We will normally respond to non-urgent email inquires within 24hrs 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.

Policies and Procedures are subject to change without notice



Patient Portal Guidelines and Security

Purpose of this Form

Timothy A. Leach MD and Robert B. Cole MD offers secure viewing and communication as a service to patients who wish 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. By signing our Consent Form you accept the risks and agree to the conditions of participation.

How 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 or pass-phrase to log in to the portal site.

How to participate in our Patient Portal

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 login 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” (SSL) technology you can read or view information on your computer, but it is still encrypted in transmission between the Web site and your computer.

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 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 you MUST inform us 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 pick up secure messages from a Web site, you need to keep unauthorized individuals from learning your password. If you think someone has learned your password, you should promptly go to the Patient Portal and change it. It is our intent to offer this as a free service, but we reserve the right to change this policy. We will provide adequate notice of any changes. 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 Participating in the Patient Portal

Access to this secure Patient 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 this service we will notify you as promptly as we reasonably can. You agree not to hold Timothy A. Leach MD and Robert B. Cole MD or any of its staff liable for network infractions beyond its control.

Before you were given this form, we provided you with our policies and procedures page or you agreed to view them via our website (www.leachobgyn.com) for using this web portal. We need you to understand and comply with these, and by signing the consent form, 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, please contact us to revoke your use of Patient Portal



How to Use Patient Portal

1. Request access from Timothy A. Leach MD and Robert B. Cole MD.
2. Review, sign, and agree to the policies and authorization form you will be provided.
3. Bring in or mail the completed form (it will become part of your medical chart)
4. After this is complete, you can expect to see a welcome email. On this email you will click on the URL link (web page) 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 user name 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!

Available Components:

1. *Messages:* This allows you to send and receive secure email to/from our staff. This may include attachments, pictures, or other information. Use of this is very similar to standard email. 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, their results, and any explanations or comments done by your provider. This is a read only area, but if you have questions, you can email 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. We are going through on a regular basis and updating this with past forms you have filled out in the office. So if it isn't complete, we still 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 accurate pharmacy information.
5. *Appointments:* In this section you can view upcoming appointments or see requested appointments. We have not implemented the ability to request appointments, but hope to do so in the near future.

Our clinic's main website is www.leachobgyn.com

More general information about our clinic and medical links/information are located here.