



**Informed Consent to use Patient Portal**

Patient Name: \_\_\_\_\_ DOB: \_\_\_\_\_  
Address: \_\_\_\_\_  
City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_  
Email Address: \_\_\_\_\_

Can we use the patient portal as your preferred method of contact for reminders (ex: preventive services due)?  Yes  No

**Purpose of this Form**

Blue Springs Family Care, P.C. 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. 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 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 or pass-phrase to log in to the portal site.

**How to participate in our Patient Portal**

You can compose, pick up, and reply to secure messages or view information sent to you through a Web site hosted by our electronic 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 create your user name and password. 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 sites 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.

**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 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 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 Web site and change it.

It is our intent to offer this as a free service but we reserve the right to change this policy if needed in the future but will provide adequate notice should this have to happen.

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 email addresses, without your written consent.

**Conditions of Participating in the Patient Portal**

Access to this 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 this service we will notify you as promptly as we reasonably can. You agree to not hold Blue Springs Family Care, P.C. 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 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 the form. If you have any questions we will gladly provide more information.

Patient Acknowledgement

Signature \_\_\_\_\_ Date \_\_\_\_\_

### **How to Use Patient Portal**

After you agree to the “Policy and Procedures” and sign the informed consent, you can expect to see a welcome email. On this email you will click on the URL link (web page) and follow the instructions to create your login and password (it is free for you to use). Once logged into the portal, you can go to “My Account” on the top right of the page. Here you can change your user name and password at any time as needed.

After the above is complete – you should be able to use the site!

#### **Available Components:**

- *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.
- *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.
- *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. Here you can make suggestions/comments on the information added, but it will not be a permanent part of your chart until approved by our staff.
- *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.
- *Appointments:* In this section you can view upcoming appointments or see requested appointments. Once our implementation is complete, you will be able to schedule limited types of appointments yourself.

A link to our patient portal site can be found on our office website. [www.bluespringsfamilycare.org](http://www.bluespringsfamilycare.org)

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

- Do not use email to communicate if:
  - There is an emergency or urgent need for communication, call 911 or call the clinic at (816) 229-8880 immediately.
- 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 contact the office directly.
- Be concise
- Current functionality of Patient Portal:
  - Email and secure messaging
  - Refill requests (please make sure we have your correct pharmacy information)
  - Viewing and printing of “continuity of health record”
  - Viewing and “updating” of health information
    - You can make suggestions to our health records, medication lists, etc but this will not change your permanent record without our “ok” to any information provided.
  - Referral Requests
  - Appointment request
  - Billing Questions
- 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 communication will be included in your patient record.
- Our system will check when messages are viewed, so no need to reply that it has been read.
- Privacy:
  - All messages sent to you will be encrypted, see informed consent 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.
  - Other Blue Springs Family Care, P.C. staff may read your messages or reply in order to help the doctors and their medical assistants. (Similar to how phone communication is handled.)
- Response Time:
  - We will normally respond to non-urgent email inquires within 24 hrs 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.

*All Policy and Procedures are subject to change without notice.*