



KELLY
FAMILY CLINIC
Family Medicine & Obstetrics

**Kelly Family Clinic Patient Portal User Agreement
Policy and Procedures & Patient Agreement to Abide by Terms of Use**

Kelly Family Clinic Patient Portal offers secure viewing and communication as a service to patients who wish to view portions of their records. Secure Messaging can be a valuable communication tool, but has certain risks. By using the patient portal, you accept the risks and agree to follow Terms of Use, as described below.

Medical Advice and Information Disclaimer

The information posted within the Patient Portal should not be considered a complete medical record, nor should it be relied on to suggest a course of treatment for a particular individual. You should always seek the advice of your provider with any questions you may have regarding a medical condition or result and you should never disregard medical advice or delay in seeking it because of something you may have read or interpreted on the Patient Portal.

I. Terms of Use General Policies and Procedures

DO NOT use the Patient Portal to communicate (i) an emergency, (ii) an urgent issue or (iii) sensitive information (e.g. sensitive test results, Mental Health, etc.)

The Patient Portal is not intended to replace an office visit. Please do not send messages through the Patient Portal that require immediate medical attention. Understand that limitations on the doctor's time do not always allow for immediate responses to messages sent through the portal. For any urgent medical matters, please contact our office. If you are having a health related emergency, please call 911.

The Patient Portal offers the following functions:

- View and print Health Summary. This Health Summary includes a complete list of your entire medical history with our clinic. It will not show information included in past records from a previous doctor. Understand that due to some software limitations, you may find some of the information confusing. Our software uses some internal coding to manage your data which is not intended to be viewed by patients. Some of this data is included in your Health Summary information. If you have questions about information included on your chart, please use the "Request Corrections" button on the section that you have concerns about. Inaccurate information will be changed to the best of our ability within the confines of the limitations of our software. Some information elements are not able to be changed by our office.
- View and submit updates to your health information. You may inform us of any new developments in your health history to include hospitalizations, ER visits, and visits to specialists. We can update your

medication lists or other information. Use the Health Summary tab and click the “Request Corrections” button on the appropriate section.

- View past and current problems. Understand that some descriptions of diseases are broad terms called ICD-9 codes set by the World Health Organization. We are not able to change the description of these terms. Some terms may be misleading or seem incorrect to describe your particular disease or problem. If there are mistakes in your record, we want to fix them, but understand we are required to work within the confines of the ICD-9 classification of disease code set.
- View your home medications list entered by your provider or clinical staff during a past appointment. You may request changes to your list through your portal by clicking the “Request Corrections” button on your medication list. Understand that we may ask to see documentation from another provider before we update this information.
- Request medication refills. When you request a medication on a current medication, our software handles the request in the same manner as if your pharmacy requests the refill. Using your portal to request refills is a much more reliable method of requesting the refill because the information in your portal is pulled directly from your medical record. The message is then sent directly through our portal, not through a chain pharmacy’s refill request system. Of course, no system is completely reliable, so if you have not received a response to your request within 3 days, call our office to request the refill again.

Communications Will Become Part of your Medical Record:

- Any communication via the patient portal will be included in your permanent medical record. This information would be forwarded to another physician if they request your entire medical record (usually only if you are transferring your entire care to another physician.) Specialists or other referring doctors would not usually need your entire medical record.

Privacy:

- All messages sent to you in the Patient Portal will be encrypted and stored on the software vendor’s secure website. See the section on “Patient Portal Guidelines and Security” for explanation
- Emails from you to any staff member should be through the Patient Portal. Any other form of email is not secure and we do not communicate with our patients outside the portal.
- A variety of healthcare and administrative personnel (such as Physician Assistants, nurses, medical assistants, clerks, etc.) will be involved in reading, processing and replying to your messages and information submitted through the Patient Portal (similar to how phone communication is handled.) There is no need to notify us that you have read a message unless you have a question or need further information. Our software automatically documents when you have read your message.

Response Time:

- Reasonable efforts will be made to respond to email and telephone inquiries within one business day, but no later 3 business days after receipt. Response time may be longer if the Patient Portal service is

interrupted for maintenance, upgrades, or emergency repairs related to events beyond our control. In this respect, you agree not to hold Kelly Family Clinic, its providers, or staff in any way liable or responsible to you for such modification, suspension, or disruption of the Patient Portal. If you do not receive a response within 3 days of sending us a message, you will need to call us to discuss the issue.

- You are encouraged to use the Patient Portal at any time. The patient portal is available 24 hours per day 7 days per week via the internet. Excluding service interruption for maintenance, upgrades, or emergency repairs related to events beyond our control.
- If email is not accessible for any reason, please contact our office during normal business hours.

II. Terms of Use Patient Portal Security

How our Secure Patient Portal Works:

The Patient Portal is a webpage that uses encryption and other security measures designed to keep unauthorized persons from reading communications, information, or attachments. Secure messages and information are designed to be read only by someone who knows the right password or pass-phrase to log into your Patient Portal site. All information is maintained on the secure server and website. No medical information will be transmitted by email directly to you. Emails received by you will only be a notification that you have received a secure message on your portal. You will then log into your portal account to see the message. This portal is managed by our software vendor e-MDs, and they are ultimately responsible for the functionality and security of the portal.

Availability of the Patient Portal:

Access to this secure Patient Portal is an optional service, and may be suspended or terminated at any time and for any reason. If service is suspended or terminated, we will notify you as promptly as we reasonably can.

How to Set Up an Account:

You can either set up your account in person at our office, or you can call us to set up your account. In either case, we will send you an email to start your setup. You will follow the directions in the email to set up your account.

To register for an account, you must be at least 18 years of age. Parents may request access for children under 18.