

PATIENT PORTAL POLICY AND PROCEDURES

DO NOT use Portal to communicate if there is an emergency.
DO NOT use Portal on public or business computers.

HOW TO USE THE PATIENT PORTAL

1. Request access from our office staff.
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. Visit our website, www.mycentralprimarycare.com, and click on the green button labeled patient login.
5. Sign in using the assigned login and password.
6. If were assigned a generic password from our system, it is recommended that you use the “reset password” link at the Portal login screen. 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!

FEATURES

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 this information for other physicians or to keep for your records. 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.
5. Appointments: In this section you can view upcoming appointments or see requested appointments.

PATIENT PORTAL POLICY

Proper Subject Matter:

1. Lab results, appointment reminders or requests, routine follow-up questions, Billing inquiries, etc.
2. Sensitive subject matter will **NOT** be provided over the portal HIV, mental health, work excuses, etc.
3. We do not refill narcotics/stimulants through this site
4. Please be concise when typing a message.

Current functionality of the Patient Portal:

1. Email and secure messaging for non-urgent needs
2. View lab results
3. View and print your personal health record
4. Viewing of selected health information (allergies, medications, current problems, past medical history) *Note - You can request changes or make additions to your health record, medication lists, etc. but this will not change your permanent record without our review of the information.
5. Referral Requests (referral will be made at the provider's discretion, appointment may be necessary)
6. Appointment requests
7. Billing questions and viewing of statements
8. Update your demographic information (i.e. address, phone number, insurance)

All functions may not be available. Function availability will be based on practice needs and resources.

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

1. All messages sent to you will be encrypted, see Patient Portal Information for explanation.
2. Emails from you to any staff members should be through this portal or they are not secure.
3. We will keep all email lists confidential and will not share this information with other parties
4. Any of our staff may read your messages or reply in order to help the Clinician that has been emailed. *(Similar to phone communication)*

Response Time:

1. We will do our best to respond to email inquires within 24hrs, but no later than 3 business days after receipt. If there is an urgent matter, please call our office during business hours (Monday to Friday 9:00 am – 11:30am and 1:30pm to 4:00 pm excluding holidays). In a true emergency please call 911.

PATIENT PORTAL GUIDELINES AND SECURITY

Purpose of this Form

Nasser Moukaddem M.D. P.A. offers secure viewing and communication as a service to patients who wish to view their patient 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 Portals Work

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 must complete and sign a consent card at our office. Once this card is agreed to and signed, we will provide you User Name and Password and the web address to our patient portal. You will then be able to login using the user name and password provided on the registration card. 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 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. We recommend you do not use unsecured “Wi-Fi” public access points when viewing your medical records. 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 healthcare 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 Nasser Moukaddem M.D. P.A. or any of its staff liable for network infractions beyond its control. By completing the registration card you agreed to review the provided policies and procedures documents for using this web portal. We need you to understand and comply with these policies and procedures. Your signature is an acknowledgement 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 at the office to help clarify these procedures or to withdraw your consent for use of the Patient Portal.