

# Patient Portal Policy

In our on-going commitment to improve our services, we now offer our Patient Portal. The Patient Portal is designed to improve physician and patient communication. Our online patient portal allows you to communicate with us easily and safely — according to your schedule. Using your own secure password, you can log into the online patient portal 24 hours a day, 7 days a week from the comfort and privacy of your home or office.

## **Once you are registered for the patient portal, you will be allowed the following:**

- Update your contact information
- View selected health information (allergies, medications, current problems, past medical history). \*Note - You can submit changes/additions to your health records, medication lists, etc.,
- Update demographic information
- View upcoming or past appointments
- Receive test results
- Communicate with the office by sending and receiving secure messages
- Receive reminders through your email

## **The following will NOT be accepted through Patient Portal:**

- Diagnosis or treatment; no medical advice or consultations will be offered over the portal. Diagnosis and treatment can only be offered in person with a provider.
- Emergency communication. Communication on the portal is restricted to non-urgent issues.
- Request for refill medications including controlled medications.

**Note:** Communication via the Patient Portal may be included in your permanent medical record.

## **Dermatology Associates Response Time:**

Our system will notify us when we have messages. Reasonable efforts will be made to respond to portal inquiries within one (1) business day, but no later than three (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 Dermatology Associates, its providers or any of its staff, in any way liable or responsible to you for any such modification, suspension, or disruption of the Patient Portal.

**Online communications should never be used for life threatening, emergency communications or urgent requests. If you have an emergency or an urgent request, you should contact 911 or your physician via telephone.**

## **Protecting your private health information and risks:**

While we work hard to ensure that all communication through the portal is secure, it is imperative that Dermatology Associates has your correct email address and that you inform us of any changes to your email. It is your responsibility to make sure your login information is protected from unauthorized persons. If you think someone has learned your password, please promptly change it or call our office. Your email address is confidential and protected information, Dermatology Associates will never purposeful share this information with a third party.

## **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 possible.

## **Access for children 13 -17 years old:**

In Washington State, a minor has the right to consent to release certain information that is in their record. However, it is not possible to block sensitive information in the patient portal record, so no medical record access will be granted to parents with a child 13 years to 17 years of age.