

## Full Circle Patient Portal Informed Consent



Name: \_\_\_\_\_ DOB: \_\_\_\_\_

The Patient Portal is a secure web-based system which allows you to communicate with our office and access portions of your medical record. The Patient Portal will require a username and a password.

The portal is available at any time for non-urgent issues and allows you to bypass the phone system, communicating with our office at your convenience. The portal allows you to:

- View and print selected health information and medication records
- Request or cancel appointments
- View messages and educational materials from your provider
- Pose questions to your provider
- View limited lab test results
- Pay bills with our practice

You will be notified by e-mail if you have a message or results to review on the portal.

### **By using the Patient Portal, you agree to the following Terms & Conditions:**

- Take steps to keep portal communications private and confidential including:
- Update contact information online as soon as it changes, including your e-mail address
- Keep your username and password safe and private
- Avoid communicating per personal e-mails

### **When posing questions to the practice:**

- Use is limited to NON-URGENT communication and requests
- Communication following an appointment to clarify recommendations will be provided at no charge
- Please allow up to 24 hours or the next business day to respond to communications; the portal may not be checked on the weekend
- Virtual visits may be available for some new complaints, at a charge, but if the matter is urgent, a phone call to the office to notify us of your request is recommended

### **The following agreements and procedures relate to online communications:**

- Copies of all medically important Patient Portal communications will be saved in your electronic medical record
- Patient Portal communications will be used only for limited purposes and cannot be used for emergencies, highly sensitive medical information, or time sensitive matters

### **Risks of using Online Patient Portal Communications**

All medical communications carry some level of risk. While the likelihood of risks associated with the Portal is low, it is possible for online communications to be forwarded, intercepted, or even changed without your knowledge. We use a secure network for the patient portal to minimize this risk.

### **Patient Acknowledgement and Agreement**

By using the Patient Portal you acknowledge that you have read and fully understand the Terms & Conditions as described. You understand the procedures and risks associated with online communications with your healthcare team and you consent to the conditions described. If you decide you do not want to use the portal, please notify us to deactivate your account. If you have any portal problems, please notify us.

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