

Patient Portal, Healow App and Electronic Health Records User Agreement

The patient portal/Healow app is provided as a courtesy to our valued patients in partnership with e- ClinicalWorks. The patient portal/Healow app is designed to enhance patient-provider communication; it is not designed to replace a face-to-face provider encounter. Complex or multiple questions may require an office visit. We also reserve the right to charge a fee for complex communication via the patient portal/Healow App.

We strive to keep all of the information in your records correct and complete. If you identify any discrepancy on your record, you agree to notify us immediately. Additionally, by using the patient portal, the user agrees to provide factual and correct information.

The information on the patient portal/Healow app is maintained by Main Family Medical at its current physical facility - 203 W. Main Street, Boise, ID 83702. For questions about this site you may contact us at (208) 336-7722.

All communication via Patient Portal/Healow app will be included in your permanent patient record.

PRIVACY

- All messages sent to you will be encrypted and emails from you to any staff should be through this portal or they are not secure
- Staff members other than your physician/provider including our reception staff, our nurses, and our billing clerk, will be involved in receiving your messages
- We will keep all email lists confidential and will not share this with other parties

The following types of services are currently available online via the Patient Portal/Healow app:

- Prescription Refills
- Communication of laboratory results from staff to patient
- Appointment requests for non-urgent concerns, and appointment reminders
- Payment of bills, checking in for appointments
- Limited communication regarding on-going treatment
- Review of your medical summary, medication list, treatment history, immunizations, review of past appointments, update contact information

The patient portal is **NOT** intended to provide internet based diagnostic medical services. Also the following limitations apply:

- No internet based triage and treatment requests. Diagnosis can only be made and treatment rendered after the patient schedules and SEES the doctor/provider.
- No emergent communications or services. If you have an emergency or other urgent health related matter you should call us at (208) 336-7722 during working hours, call 911 or go to the nearest emergency room. For established patients, we have doctors on call for us nights and weekends who may be contacted by calling the office.
- We do **NOT** refill medications not currently being prescribed by the physician/provider.
- We do **NOT** answer billing questions through this website, please contact our office staff at (208) 336-7722.

Our hours of operation are 8:00 am- 5:00 pm Monday through Friday. We encourage you to use the Patient Portal /Healow app at any time, but requests and messages sent or received after hours will be viewed the next business day. Messages are typically handled within one business day. If you do not receive a response within two business days, please call our office.

Please read our HIPAA policy for information on how private health information (PHI) is used at Main Family Medical. All new and established patients have signed a HIPAA agreement form and have been given a copy of our HIPAA policy. If you do not recall having signed a HIPAA agreement form or need to reacquaint with our HIPAA policy, a print or electronic copy in PDF format will be provided to you for your review.

Once you have signed this Patient Portal User/Healow app Agreement and have provided Main Family Medical with a legitimate email address that is secure, you will be sent a "welcome message" that will provide the link to the Portal login screen, along with a unique username and password. Once you have access to the Portal, you can click on the "Help" button in the upper right-hand corner of the webpage to read the Patient Users Guide.

Electronic Health Record: With your consent, Main Family Medical can access your medical records from other medical providers through an online data exchange called PRISMA, helping us maintain continuity of care with your other medical providers. We will only gather records from these providers as needed to care for your health. We will NOT make your Main Family Medical records available through PRISMA. I consent to Main Family Medical accessing my medical records through PRISMA. Initials: _____

Patient Acknowledgement and Agreement:

I acknowledge that I have read and fully understand this agreement. I have been given risks and benefits of the Patient Portal/Healow app and agree that I understand the risks associated with online communications between my physician/provider and patient, and consent to the conditions outlined herein. I acknowledge that using the patient portal/Healow app is entirely voluntary and will not impact the quality of care I receive from Main Family Medical should I decide against using the patient portal. In addition, I agree to adhere to the policies set forth herein, as well as any other instructions or guidelines that my physician/provider may impose for online communications. I have been proactive about asking any questions I have related to this agreement. All of my questions have been answered with clarity.

Patient Name (print)

Date of Birth

E-mail Address

Patient/Guardian Signature

Print Name

Date