

Carillon Sports and Family Medicine Patient Portal

We are pleased to announce the implementation of the Patient Portal component of our electronic health record (EHR) system. The Carillon Sports and Family Medicine Patient Portal is a secure web portal for the exclusive use of our established patients. This secure online portal functions much like your bank's secure online website. It utilizes individual user names and passwords via a secure website to allow you to have 24 hour online access to your private health information contained in our EHR system.

The Patient Portal will enable

- Secure email interaction with providers and staff
- Access to your complete health history including immunizations, medications and drug allergies
- Access to downloadable x-ray and laboratory results
- Requests for medication refills
- Requests for referrals
- Direct appointment scheduling
- Prompt medical alerts such as health maintenance reminders, drug recalls or announcements regarding available services

The Patient Portal is not intended to provide internet based medical services. The following limitations apply:

- No internet based triage or treatment requests. Diagnosis of medical issues can only be made and treatment rendered after a patient is physically examined by a provider.
- Do not use the portal to communicate if there is an emergency.
- Do not use the portal to request narcotic pain medication or other controlled substances.
- Do not use the portal to request a new prescription for a condition for which you are NOT currently being treated by your provider.

Please direct any questions or concerns to one of our staff members.

Carillon Sports and Family Medicine

Policies and Procedures

Patient Portal

- Current Functionality of Patient Portal
 - Schedule, confirm, cancel or reschedule appointments
 - Receive laboratory and imaging results with provider interpretation
 - Request medication refills...Ensure that you include your pharmacy name, address and telephone number
 - Request referrals
 - Communicate securely with our office
 - View and print your continuity of care health record
 - View and update health information
 - More functionalities coming soon!
- Requests for updates to your health records, medication list and medical problem history will be sent to our medical staff for review prior to entry into your personal health record
- Do not use email to communicate if there is an emergency or urgent need for communication; Call 911 in the event of an emergency.
- Proper subject matter
 - As described above in Functionality of Patient Portal
 - HIV results cannot be provided via the Patient Portal
 - We are unable to refill controlled substances via the Patient Portal. Please contact the office to schedule an appointment for evaluation of your medical problem in order to obtain a medication refill
- Be concise
- Because your log-in is tied directly to your Electronic Health Record in our office, you do not need to enter information such as your name, telephone number or address, unless you need to update them with our office
- All portal communication will be maintained as permanent communication in your patient record
- Our system will automatically generate a read receipt upon viewing of the message by the patient. It is not necessary for you to confirm receipt of our message
- Privacy
 - All messages we send will be encrypted – see informed consent for explanation
 - Emails from you to any staff member should be sent through this portal or they are not considered secure
 - We will keep all email addresses confidential and will not share with other parties
- Response Time
 - After you agree to these “Policies and Procedures” and sign the “Informed Consent to Use Patient Portal” we will send a welcome message to you. This will provide a link to log in.
 - We will generally respond to non-urgent email inquiries within 24 hours but no later than 3 business days.

All Policies and Procedures are subject to change without notice.

How to Use the Patient Portal

1. Request access from Carillon Sports and Family Medicine via our website or at your next office visit.
2. Review, sign and agree to the "Policies and Procedures" and complete the "Informed Consent to Use Patient Portal" form that you will receive.
3. After these items are complete, you can expect to receive a welcome email. This email will include a URL link and your assigned log-in and password. Click on the link to enter the information provided.
4. Once you are logged into the portal, you should select "My Account" on the top right of the page. Here you will need to change your user name and password to something that you will remember.

Available Components

Messages

This allows you to send and receive secure email to and from our staff. This may include attachments, pictures or other information. Use of this is very similar to standard email. Here you can also ask billing questions or make suggestions on how we can improve the site.

Health Summary

Here you can view information entered into various parts of your electronic health record. These are available for you to review for accuracy as well as print for other providers or keep for your records. This information is updated regularly from ongoing office visits with our office and consultation notes we receive from other providers. Here you can also make suggestions or comments for information to be added to your medical record, but it will not be a permanent part of your chart until approved by our staff.

Laboratory and Other Diagnostic Test Results

Here you can receive copies of labs or other tests ordered by our providers and any explanations or comments regarding the testing from your provider. This is a read-only area but if you have questions, you can email us in the Messages section. Please note that communication via the portal will not substitute for an office visit with a provider in the event one is needed.

Medications

Here you can see current and past medications prescribed by one of our providers or entered into your chart by one of our staff members. You can also request medication refills here. Please ensure that we have your accurate pharmacy information. Again, medication refills for narcotics or controlled substances will require an office visit.

Appointments

In this section you can schedule, confirm, cancel or reschedule an appointment. You may also view all upcoming appointments. Appointments must be canceled or rescheduled with a minimum of 48 hours notice. You may also add an appointment request to our waiting list.

Please visit our practice web site at www.csportsandfamily.com to access the Patient Portal and for more general information about our clinic and the services we offer.

Informed Consent to Use Patient Portal

Patient Information:

Name _____ Date of Birth _____

Address _____

Email Address _____

Purpose of this form:

Carillon Sports and Family Medicine offers secure online viewing and communication as a service to patients who wish to view their medical records and communicate with our staff. Secure messaging can be a valuable communication tool but it has certain risks. In order to manage these risks we need to require conditions for participation. This form is intended to affirm that you have been informed of these risks and the conditions of participation and that you accept the risks and agree to the conditions of participation.

How the secure Patient Portal works:

A secure web portal is a kind of web page 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 can compose, retrieve and reply to secure messages or view information sent to you through a website hosted by our electronic health records system provider. Once this form is signed, we will send you an email notification that tells you how to register for the first time. This notification will give you the URL of the website where you can log in. By clicking on the URL you will activate your Internet browser, which will open the website. You will then be able to log in using the user name and password provided. Next you will be able to look in your "mesbox" and see any new or old messages or view other parts of your electronic record. Because the connection channel between your computer and the website uses "secure socket layer" technique, you can read or view information on your computer but it is still encrypted in transmission between the website and your computer.

You can view more clinic-specific information or access the portal through www.csportsandfamily.com.

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) is able to get access to it.

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Only you can ensure that these two factors are present. We need you to make certain that we have your correct email address and are advised if it 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 retrieve secure messages from a website, you need to keep unauthorized individuals from learning your password. If you think someone has learned your password, you should promptly visit the website to change it.

We understand the importance of privacy with regard to your healthcare and will continue to strive to make all information confidential and will never sell or give away any private information, including email addresses, without your written consent.

Conditions of Participation for the Patient Portal:

The Patient Portal is being provided as a courtesy to our valued patients free of charge through December 2012. Portal access must be renewed annually. Access to this secure web portal is an optional service. If abuse or negligent usage of the Patient Portal occurs, we reserve the right to suspend or terminate the Patient Portal offering at any time for any reason, suspend user access or modify services offered through the portal.

You acknowledge that using the Patient Portal is entirely voluntary and will not impact the quality of care you receive. You agree to not hold Carillon Sports and Family Medicine or any of its staff liable for network infractions beyond their control.

Prior to receiving this form, we provided you with our "Policies and Procedures" for using our Patient Portal. You are required to understand and agree to comply with these policies and procedures. By signing below you acknowledge that you understand all policies and procedures and that you agree to comply with them. If you do not understand, or do not agree to comply with our Policies and Procedures, do not sign the form. If you have any questions we will gladly provide additional information.

Patient Acknowledgement:

Signature _____

Date _____