

NEPHROLOGY ASSOCIATES OF SYRACUSE, PC

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Patient Portal Reference Sheet and Authorized Designee for Alternative Email Address

A patient portal is an opportunity for secure, online access to portions of your health record, lab results, and it offers an easy and convenient way to communicate with the practice through a secure internet connection. The Patient Portal is designed to improve communications. Once you are registered as a patient and have provided us with your secure email, you will be assigned a username and password.

After you registered with the Patient Portal you will be allowed the following:

- Update your contact information
- View upcoming appointments
- View laboratory results
- Request prescription refills
- View your medical summary, medication list, treatment history and visitation dates
- Receive reminders through your email
- View current and past statements

The following will NOT be accepted through Patient Portal:

- Receiving advice on the best course of treatment for your medical problem. All diagnoses will be made by your provider when you are seen for an office visit.
- Requests for refill for medication not currently being prescribed by our office

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.

Reminders for Patient Portal:

- You will have 3 failed log in attempts before the account is locked
- You may receive reminders via email. If you have any questions regarding these emails please send us a message via the Patient Portal.
- If you forget your password you may request another one through the Patient Portal by clicking on the "Forgot Password" link.
- After you are finished accessing the Patient Portal be sure to logout and close your browser. This reduces the risk of someone else accessing your private information.
- Avoid using a public computer to access the Patient Portal.
- Patient Portal is provided as a courtesy service for our patients. There is no service fee. However, if the patient abuses or misuses the Patient Portal, we reserve the right to terminate the patient's account.

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- Our hours of operation are 8:00 am – 4:45 pm Monday-Friday. We encourage you to use the web site at any time; however, messages are held for us until we return the next business day. Messages are typically handled within 2 business days. If your doctor is out of the office, your request may be held until your doctor returns to the office.
- We reserve the right to suspend or terminate the patient portal at any time and for any reason.

How the Secure Patient Portal Works:

A secure web portal is a type 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. Because the connection channel between your computer and the website uses secure technology, you can read or view information on your computer, but it is still encrypted in transmission between the website 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. No transmission system is perfect. We will do our best to maintain electronic security. However, keeping messages secure depends on two additional factors:

- 1) The secure message must reach the correct email address, and
- 2) Only the correct individual (or someone authorized by that individual) must be able to have access to the message.

Only you can make sure these two factors are present.

It is imperative that our practice has your correct e-mail address and that you inform us of any changes to your e-mail address.

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. You are responsible for protecting yourself from unauthorized individuals learning your password. If you think someone has learned your password, you should promptly go to the website and change it.

You have the ability to provide an alternative email address that does not belong to you if you wish to designate your portal access to an individual that you authorize by completing the consent on the next page. It is your responsibility to notify us if you would like to discontinue or modify your alternative email portal access and sign off on an updated consent.

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Patient Acknowledgement and Agreement for Alternative Email Address for Portal Access:

I acknowledge that I have read and fully understand the preceding information. I would like to provide and designate an alternative email address to enable my authorized representative to access my patient portal.

Please complete the following if the email address does not belong to the patient:

Print full name: _____ DOB: _____

Patient Signature: _____ Date: _____

Patient Authorized Representative/Guardian requesting access:

Print full name: _____

Relationship to the Patient: _____ Date: _____

Secure Email Address: _____

Our Patient Portal site may be accessed via our Website: www.nephrologysyracuse.com