

## Patient Portal Terms of Use

### Introduction

Our online patient portal allows established patients communicate more easily with us and view and update portions of their health file. The portal is not intended for 'Internet Doctor Visits' or new problems. Instead, it will make regular communication more flexible. **Please note result notification will occur through the Patient Portal or follow up visits.**

### Eligibility

Any current patient of Alesia W. Griffin, M.D., P.C. is eligible to participate in the portal. Accounts for minors 18 years or younger can be managed by the parents/guardians listed on their Patient Registration forms. The portal is a voluntary option and does not have a charge for its use.

You can access the portal day or night, but our clinic does not monitor the portal 24 hours a day. We will normally respond to non-urgent portal message inquires (as all portal inquiries should be) within 24 hrs but no later than 5 business days after receipt. Do not use Patient Portal messaging or email to communicate if there is an emergency or urgent need. Instead, call 911, go the Emergency Room or an Urgent Care facility.

### Communication Guidelines

Please be as concise as possible. Remember, if a message takes a long time to write, it's probably better done in person. Email has significant and inherent communication limitations. It's easy to misread information or emotion, so we appreciate your awareness of this matter.

### Privacy and Security

The information sent via the portal is considered confidential. All portal messages sent to you will be encrypted. We will never sell/trade/abuse your email address. We also think it's important for you to protect privacy on your end, including not sharing your password and login. Also, you will need to notify us if your email address changes.

Computer networks do have real risks. We use appropriate technologies to protect your health information. We track security laws like HIPPA and HITECH. We protect and maintain all of the data at our clinic.

### Revocation of Use

Use of the portal and other means of electronic communication from you to us is a courtesy we extend to you at a great fiscal and time expense. Abuse of this courtesy will result in the suspension of your account or access to portal features.

### Signing Up

In order to receive a username and password for the portal you must provide your email address to our office. Once we receive this information, a registration email will be sent to you. After registration, users can access the portal login on our website ([www.alesiagriffin.net](http://www.alesiagriffin.net)).

### Patient Acknowledgement

By using the patient portal, you acknowledge that you understand the Terms of Use and that you agree to comply with and understand them. If you do not understand, or do not agree to comply with our policies and procedures, do not request a username and password and do not log in to or use the portal. You also agree, by using the portal, that you agree to notify us if your email address changes. Your usage of the portal also signifies that that you agree not to hold Alesia W. Griffin, M.D., P.C. or any of its staff or physicians liable for network or security infractions beyond their control. If you have any questions we will gladly provide more information.