

## Guidelines for Use of Patient Portal

The Patient Portal is only for the limited process of:

- Requesting and Confirming appointments
- Requesting Prescription refills (Please make sure we have your correct pharmacy information)
- Viewing and updating your demographic information such as addresses, phone numbers and insurance information
- Sending questions concerning your account
- Receiving labs, chart summary information and other clinical data requested

### User- Response Time

- We will normally respond to non urgent (as all email inquiries should be) email inquiries within 24 hours but no later than 5 business days after receipt
- If we are unable to access email for any reason we will attempt to have an automatic response to inform you of this as soon as possible
- Do not use email to communicate if there is an emergency or urgent need for communication. Please call 911 or call the office immediately

### General guidelines for communication

- Please be as concise as possible. If your email is too long or contains too many issues, to complex we will ask you in for an appointment to discuss the content of your email and any other questions you may have.
- All communications will be retained
- Be sure to include an appropriate subject line such as "Appointment" , "Refill"
- Email is designated to replace face-to-face encounter, remember, email has significant communication limitations

We no longer accept electronic patient communications through traditional email. We have developed this secure method of messaging to further insure your privacy in compliance with federal and state regulations. Any current patient is eligible to participate in the patient portal. We will also provide a username and temporary password to a patient who has made an appointment to be seen in the future.

### Privacy and Security

- All messages sent to you will be encrypted
- Your email address is confidential and protected information. We will protect this information as we do your medical and other personal information
- We will never purposefully share this information with any third party
- Similar to phone communications, messages may be read and addressed by a conversation with the physician
- When your physician is ill or on vacation your email will be addressed by a conversation with the physician
- All access to our internal network and electronic medical records (EMR) is password protected
- Please read our HIPPA handout on privacy practices for information on how private health information is handed out in our office.

Temp Password: 12345a

Username:

Website: [www.drruthagwuna.org](http://www.drruthagwuna.org)