



Patient Portal Policies and Procedures

North Point Physicians, LLC in partnership with e-MDs[®], our Electronic Health Record (EHR) vendor, is pleased to offer a secure Patient Portal. The Patient Portal is an internet based system designed to provide a secure, HIPAA compliant, method of communication between the clinic staff and the patient. The Patient Portal is an optional feature that is being provided to our established patients at their request. After logging into the Patient Portal using a unique username and password, a patient can conveniently access and review portions of their electronic medical record. Patients will be able to receive notifications about certain procedure, test and laboratory results as well as reminders about routine health related issues.

Certain considerations and restrictions apply to the use of the Patient Portal system. They include but are not limited to the following:

- **Emergencies:** In the event of an Emergency, call 911 or go to the nearest emergency room. ***The Portal should never be used for any Emergency Communication or for Communicating an Urgent Matter.*** Although Patients can conveniently send messages at any hour of the day, the clinic staff will only address messages during our normal business hours.
- **Visits:** The clinic does not offer or provide portal based office visits. All diagnosis, triage and treatment services are performed by our providers after an examination at our clinic.
- **Messages:** Bedside manner is complicated via email and it is easy to misread information or emotion. Messages should be kept brief and as clear as possible. If a message takes a long time to write or respond to, it is probably better done in person.
- **Records:** Correspondences through the Patient Portal become part of the patient's medical record and should pertain to medical related issues only. This includes notifications of delivery and receipt of messages.
- **Response Times:** Portal Messages will be addressed by our staff during normal business hours. Messages will be responded to as quickly and as thoroughly as possible.
- **Security:** The patient's Portal Username and Password are used to establish and verify a patient's identity. Anyone who has access to both the username and password will have access to the patient's information on the portal. A patient can change their password at any time via the portal. A patient should not share their username or password with anyone.
- **Privacy:** We hold patient privacy in the highest regard. Our clinic will never sell or market patient email addresses. Sometimes, in order to bill an insurer or process a referral we need to have certain personal information. Our office policy is to never request any personal information via a non-secured method of communication. If a patient is ever asked for information via regular email or if they are unsure about the legitimacy of any request, they should contact the office via telephone or in person at their earliest opportunity.

- **Features:** The Patient Portal Features were developed with many clinic types in mind. Some features may be listed on the Portal that may not be currently used by our clinic. Likewise, from time to time, Portal features may be added or removed. We make every effort to have the Portal up and running; however, there will be times when the Portal may be unavailable due to maintenance updates or for technical reasons beyond our immediate control.
- **Cost:** North Point Physicians, LLC is providing the Patient Portal feature at no additional cost to patients. Our clinic hopes to offset the annual cost of the portal with savings in postage and phone expenses. If at any time in the future we decide to charge for the Patient Portal feature, we will notify our patients in advance.
- **Misuse:** The clinic reserves the right to restrict, suspend, disable or terminate access to the Patient Portal for any misuse or abuse of its features.
- **DO NOT REPLY:** Messages sent from North Point Physicians, LLC that are marked with “Do Not Reply” are being sent from a mailbox that is not monitored and that is used solely to send out generic, non secure notifications that there is updated information on the Patient Portal. Patients should not reply directly to these messages.

We have made an effort to make this document as complete as possible, but we must maintain that all Patient Portal Policies and Procedures are subject to change without prior notice. Any questions or concerns regarding the Patient Portal Policies and Procedures should be brought to the attention of clinic staff.

Thank you,

The Providers and Staff,
North Point Physicians