

## PATIENT PORTAL BENEFITS AND REGISTRATION FORM



Patient Name: \_\_\_\_\_ DOB (Date of Birth): \_\_\_\_\_

In our ongoing efforts to improve the quality of care provided to our valued patients, we are offering a new way to communicate with us online. The YourHealthFile® Patient Portal is a secure, web-based system that allows real time access to some of the following:

- |   |   |
|---|---|
| <input checked="" type="checkbox"/> Review your lab results                             | <input checked="" type="checkbox"/> Ask the medical staff a question        |
| <input checked="" type="checkbox"/> Request an appointment                              | <input checked="" type="checkbox"/> Review your medication list             |
| <input checked="" type="checkbox"/> Request medication refills (at doctor's discretion) | <input checked="" type="checkbox"/> Review your existing medical conditions |

When you connect to the patient portal, you are NOT connecting to our actual office computer system, but a secure website hosted elsewhere. Be aware that the limited information you see online is stored on the portal while the actual medical records are maintained in our office.

In order to use the patient portal, you must first obtain a username and password. For security reasons, we cannot register patients for the portal over the phone. Our receptionist will register you in our office to get you started.

In order to take advantage of the patient portal feature, you will need to have a permanent email address that you check regularly. Private health information will not be sent to your email, although an email will alert you that you have a new message posted on YourHealthFile®. We want to keep your health information secure and confidential. Therefore, the system will lock you out after 3 failed attempts to enter the portal. In the event you are locked out, you will need to call our office to regain access to your account. Once you sign up for the YourHealthFile®, if you ever decide you would rather discontinue use, please let us know and we will deactivate the account.

### **Important Information about YourHealthFile® Patient Portal:**

- Its use is strictly for non-emergency communication and requests; if you are experiencing a medical emergency, please call 911 for immediate assistance.
- The information accessed through the portal is private and sensitive health-related information. Please take precautions to protect your user name and password (a secondary user name and password can be provided for the legal guardian/custodian of minors and elderly).
- The portal is to be used for communication, not consultation, between appointments. The portal does not replace your scheduled appointment nor is it to be used in lieu of having an office consultation.
- The portal is not checked on the weekends. It is only checked during regular business hours.
- Please allow up to 24-48 business hours for us to respond.
- We will not send private health information to your email. Please be advised that documents and forms cannot be attached to portal messages.
- Be aware that requests for new medications will not be granted without an office consultation.

\_\_\_\_\_  
E-Mail address to be used for Patient Portal access

\_\_\_\_\_  
Signature of Patient, Parent, or Legal Guardian

\_\_\_\_\_  
Date