

Patient Portal @ Greg M. Silver, MD, PA

Our patient portal lets established patients communicate more easily with us. The portal **is not intended for 'Internet Doctor Visits' or new problems**. Instead, it will make regular communication more flexible and secure. You can:

- Request refills, request appointments and ask for referrals.
- Update your contact and insurance information.
- Check your medication list, medical history and your visits.
- Get your lab results quickly.
- Email us securely back and forth.

We want your records to be complete and correct. Let us know if there's any problem with your records. Sometimes we may use medical jargon in your records and it can lead to confusion. If something doesn't make sense, let us know.

Privacy matters. The portal is for the use of our patients. The information is not accessible to anyone else, even your insurance company. We will never sell/trade/abuse your e-mail address. The patient portal is protected just like phone calls are. Use our Privacy Form to tell us who it's OK to share with. We also think it's important for you to protect privacy on your end.

We take security seriously, too. 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.

Bedside manner is complicated via email. It's easy to misread information or emotion. We'll try to keep things brief and clear on the Portal. We really appreciate your help on that, too. If a message takes a long time to write, it's probably better done in person.

If we have troubles, abuse or 'Spam', we may need to change policies, suspend accounts, or even terminate the portal.

You can access the portal day or night, but we don't have a 24 hour presence on our end. As a safeguard, the portal should not be used for pressing issues. If there's an emergency, you should go to Urgent Care, the Emergency Room or call 911.

I understand there are pros and cons to using the patient portal for communications with the clinic. The portal is a voluntary option and does not have a charge for its use.

My Name: _____

My contact email: _____

My Signature

Date