

PATIENT PORTAL

Wakulla Urgent Care & Diagnostic Center
2615 Crawfordville Hwy, #103
Crawfordville, FL 32327
(850)926-3140

Policy and Procedures

Policy and Procedures

Do not use email (patient portal) to communicate if there is an emergency or urgent need for communication – call 911, or the office at (850) 926-3140 immediately.

Proper Subject Matter:

Prescription refills, medical questions, lab results, appointment reminders or requests, routine follow-up questions, etc. Sensitive subject matter (HIV, mental health, etc.) is not permitted.

Be concise

- Current functionality of Patient Portal
- Email and secure messaging to and from staff members
- Refill requests (please make sure we have your correct pharmacy information)
- Viewing and printing of “continuity of health record” (CCR)
- Viewing and “updating” of health information

You can make suggestions to our health records, medication lists, etc. But, this will not change your permanent record without our “ok” to any information provided.

- Future functions
- Health questionnaire
- Appointment requests
- Other functions are in development to allow easier access!

Because your login is directly tied to your Electronic Health Record in our office, you do not need to enter information such as phone numbers, addresses, UNLESS they are new or different than you have given us before.

All communication will be included in your patient record. Our system will check when messages are viewed, so no need to reply that it has been read.

Privacy:

All messages sent to you will be encrypted, see informed consent for explanation.
Emails from you to any staff should be through this portal.
We will keep all email lists confidential, and will not share these with other parties.
Other staff members may read and/or reply to your messages as appropriate.

Response Time:

After you agree to the “Policy and Procedures” and sign the informed consent, we will attempt to send a “welcome message” to you. This will provide a link to login (it is free for you to use). We will not be able to communicate via email with you any other way.

We will normally respond to non-urgent email inquires within 24hrs, but no later than 3 business days after receipt. If we are unable to access email for any reason, we will attempt to have an automatic response inform you of this problem as soon as possible.

All Policy and Procedures are subject to change without notice.

Instructions

How to Use the Patient Portal

1. Request access from our office.
2. Review and sign the Portal Activation Form (Available from our website or at the office).
3. You will then receive a welcome email, from which you can log into the portal.
4. Once logged into the portal, click the “My Account” button on the top right. Here you can change your username and password to something only you will know. *This is essential to ensure security and privacy!*
5. You are now set to use the portal!

Available Components:

1. Messages:

This component allows you to send and receive secure email to/from our office staff.

When you receive a message from our office, you will receive an email asking you to log into the secure Patient Portal to retrieve it. You may also send messages to our office staff:

- Angela Thavorn / Debbie Benton - Patient medical issues/questions
- Lisa Tipper - Scheduling questions / General office questions
- Rachel Brown - Billing questions
- Manda Spears - X-ray related questions
- Stephanie Taylor - Weight Loss
- Sally Burgin - Medical Records & Referrals

2. Lab/test Results:

Here you can receive copies of labs/tests ordered by our office.

3. Health Summary:

This section allows you to view parts of your electronic medical record we have on file. The information in this section is information which has been provided by you, mostly based upon forms you filled out on your first visit. You can comment or request changes to the information, and once approved by a staff member those changes will be reflected online.

4. Medications:

Here you can see your current and past medications written by our office or entered by our staff.

Medications which do not list a physician are ones not prescribed by our office, but are ones you told us you are taking.

5. Appointments:

In this section, you can view upcoming appointments. Additionally, when an appointment is closed, you will receive a reminder message.

Consent

Informed Consent to use Patient Portal Patient Information

Name _____ Date of Birth _____

Address _____

Email Address _____

Purpose of this Form Wakulla Urgent Care & Diagnostic Center offers secure viewing and communication as a service to patients who wish to view parts of their records and communicate with our staff. Secure messaging can be a valuable communications tool, but has certain risks. In order to manage these risks, we need to impose some conditions of participation. This form is, therefore, intended to show that you have been informed of these risks and the conditions of participation, and that you accept the risks and agree to the conditions of participation.

How the Secure Patient Portal Works A secure web portal is a kind of webpage that uses encryption to keep unauthorized persons from reading communications, information, or attachments. Secure messages and information can only be read by someone who knows the right password or pass-phrase to log in to the portal site.

How to participate in our Patient Portal:

You can compose, pick up, and reply to secure messages or view information sent to you through a Web site hosted by our electronic records company. Once this form is agreed to and signed, we will send you an email that tells you how to register for the first time. This notification will give you the URL (internet address) of the Web site where you can log in. By clicking on the URL you will activate your internet browser, which will open the Web site. You will then be able to login using the user name and password provided. Next, you will be able to look in your “message box” and see any new or old messages or view other parts of your electronic record. Because the connection channel between your computer and the Web site uses “secure sockets layer” technology, you can read and view information on your computer, but it is still encrypted in transmission between the Web site and your computer.

Protecting your Private Health Information and Risks

This secure method of communication and viewing prevents unauthorized parties from being able to access or read messages while they are in transmission. However, keeping messages secure depends on two additional factors: the secure message must reach the correct email address, and only the correct individual (or someone authorized by that individual) must be able to get access to it. Only you can make sure these two points are followed. We need to make sure we have your correct email address, and that we are informed if it ever changes. You also need to keep track of who has access to your email account, so that only you, or someone you authorize, can see the messages you receive from us. If you pick up secure messages from a Web site, you need to keep unauthorized individuals from learning your password. If you think someone has learned your password, you should promptly go to the Web site and change it. It is our intent to offer this is a free service, but we reserve the right to change this policy if needed in the future. We will provide adequate notice should this have to happen. We understand the importance of privacy in regards to your healthcare, and will continue to strive to make all information as confidential as possible. We will never sell or give away confidential information, including e-mail addresses, without your prior written consent.

Conditions of Participating in the Patient Portal

Access to the secure web portal is an optional service, and we may suspend or terminate it at any time and for any reason. If we do suspend or terminate the service we will notify you as promptly as we reasonably can. You agree to not hold Wakulla Urgent Care & Diagnostics Center or any of its staff liable for network infractions beyond their control.

Before you were given this form, we provided you with our policies and procedures for using this web portal. We need you to understand and comply with these issues, and by signing this form below you will acknowledge that they were explained to you and that you agreed to comply with these policies and procedures. If you do not understand, or do not agreed to comply with our policies and procedures, do not sign this form. If you have any questions we will gladly provide more information.

Patient Acknowledgement

Signature _____

Date _____

Office Use:

Account Number: _____

Portal Activated: _____