

RALEIGH ENDOCRINE ASSOCIATES

ENDOCRINOLOGY DIABETES & METABOLISM

PATIENT PORTAL INFORMED CONSENT AND USER AGREEMENT

Raleigh Endocrine Associates offers secure viewing and communication via your computer, cell phone, or tablet, as a service to patients who wish to view portions of their medical record and communicate with our staff and physicians. The Patient Portal is designed to improve physician and patient communication. Please note that all communication via the Patient Portal will be included in your permanent patient record. Once you are registered as a patient and have provided us with your secure email, you will receive an email with a link to register.

After you are registered with the Patient Portal, you will be able to:

- Update your contact information
- Request your own appointments
- View your laboratory results
- Request prescription refills
- View your medical summary, medication list, treatment history, and visitation dates

The following will not be accepted through the Patient Portal:

- Requesting advice on the best course of treatment for your medical problem. All diagnoses will be made by your provider when you are seen for an office visit.
- Request for narcotics/controlled medications.
- Request for refill for medication not currently being prescribed by a Raleigh Endocrine Associate provider.

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. Because the connection channel between your computer and the website uses secure sockets layer technology you can read or view information on your computer, but it is still encrypted in transmission between the website and your computer.

PROTECTING YOUR PRIVATE HEALTH INFORMATION AND RISKS:

This method of communication and viewing prevents unauthorized parties from being able to access or read messages while they are in transmission. Raleigh Endocrine Associates, in its opinion, has implemented reasonable and appropriate security measures to protect patient privacy. 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 factors are present. We need you to make sure we have your correct email address and 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 messages from a secured website, you need to keep unauthorized individuals from learning your password. If you think your password has been compromised, you should promptly go to the website and change it.

PATIENT ACKNOWLEDGEMENT AND AGREEMENT TO PATIENT PORTAL:

I acknowledge that I have read and fully understand this Patient Portal informed consent and user agreement. I understand the risks associated with online communications between my physician and me, and consent to the conditions outlined herein. In addition, I agree to follow the instructions set forth herein, as well as any other instructions that my physician may impose to communicate with patients via online communications. I understand and agree with the information that I have been provided.

SIGNATURE

____/____/_____
DATE

PATIENT NUMBER

PRINT NAME

EMAIL