



PATIENT PORTAL USER AGREEMENT

Children's Medical Center is proud to now offer an on online patient portal so that parents can access their electronic medical records stored at CMC and enhance communication with our office. All users must be established by a previous office visit.

Parents may now have access to the following through the patient portal:

- View past and upcoming appointments
- Review/Retrieve my monthly *eStatement* for any balances due to CMC
- Subscribe/Unsubscribe to email appointment reminders
- View and request insurance and demographic changes including contact, policy information, home address, phone numbers, email addresses, authorized contacts
- Print forms: New Patient Paperwork, Privacy Notice, Privacy Restrictions, Medical Release Forms
- View and update pharmacy information
- Send us requests for medication refills
- View and print a summary of your child's clinical chart

We are offering the patient portal as a convenience to you at no cost. We do not sell or give away any of your personal information including your email address without your written consent. Please refer to our CMC HIPAA Privacy Notices for further information about the use and disclosures of your private health information. All new and established patients have signed the HIPAA acknowledgement form and have been given a copy of our HIPAA Privacy Notices policy. You can also find a copy of the HIPAA Privacy Notices policy on both our patient portal under forms and the website under new patient forms. Either you or CMC may revoke permission to use the Patient Portal for any reason at any time.

The portal is not a replacement for telephone communications and is not an appropriate method to contact our office for urgent sick appointments or urgent prescription refills and in most cases, it may take a few days to respond to your requests. We do **NOT** refill controlled substances or medications for patients not currently being treated over the portal. Staff members including front desk, medical assistants and nurses will be reviewing your requests and routing them to other appropriate staff members to handle. The Patient Portal will not be checked by our staff on the weekends. Our normal business hours are Monday through Friday between the hours of 8:00 and 5:00 p.m. Please allow 48 hours from the first business day after your request for our staff to respond. If you have signed up for email reminders and you are not receiving emails from us, please check your junk mail folder. If you have an urgent request or problem, please contact the office where your child is usually seen by phone. If you have an emergency, call 911 or go to the nearest emergency room.

All Patient Portal communication is recorded in your child's CMC electronic health record. Your CMC child's electronic health record is maintained by CMC offices. If you have any questions regarding the maintenance of your child's CMC electronic health record or the patient portal, please contact our office 727-209-1177.



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Patient Name: _____ DOB: _____

Patient Name: _____ DOB: _____

Patient Name: _____ DOB: _____

Patient Name: _____ DOB: _____

Patient Name: _____ DOB: _____

Email Address for Patient Portal: _____

I _____, acknowledge that I have read and fully understand this consent form and agree to adhere to the policies set forth herein. I authorize Children's Medical Center to register my email address in my child's record so that I may voluntarily have electronic access to view and manage my child's information and medical record, view past appointments, request refills, request changes to contact, pharmacy, insurance information, and receive email appointment reminders. I agree to provide accurate information when submitting updates to my child's information. I agree that temporary interruptions of services through this portal may occur as normal events. I agree that CMC assumes no responsibility for the timeliness, deletions, mis delivery or failure to store any user communications or personalization settings. I agree to accept variations in response times and to call the office where my child is normally seen if the patient portal responses are delayed. I agree not to hold CMC liable for any delay in response. I agree **NOT** to use the Patient Portal for emergency or urgent problems. I agree to protect my password from any unauthorized individuals and to notify CMC if my password is stolen. I agree to keep my email address up to date in the Patient Portal.

Parent/Legal Guardian _____ Relationship to Patient _____

Signature _____ Date _____

Please allow 3 business days for your account to be set up

You will receive an email from us when your Patient Portal user account is set up and it is ready for you to access. You will be provided with a username and temporary password. The easiest way to log in to the Patient Portal is to go to our website at www.npcmc.com and click on the link on the left-hand side of the page for the Patient Portal. Once you open that link, copy the Patient Portal URL to your internet browser favorites for faster access in the future. The first time you log into the Patient Portal, you will be requested to change the password. Please keep your login and password in a secure place. Your login and password will be case sensitive. If you have any questions regarding the Patient Portal, please contact our office at 727-787-6335.