



Clermont Medical Center

BOARD CERTIFIED FAMILY PHYSICIANS

Patient Portal Policy and Procedures

Clermont Medical Center's Patient Portal offers its established patients secure, electronic access to portions of their medical record. As a reminder, all patients must agree to the Terms and Conditions in order to use the patient portal.

A. General Policies and Procedures

DO NOT use the Patient Portal to communicate an emergency or an urgent issue! Emergencies should be directed to either an Emergency Room or to 911

Proper Subject Matter for the Patient Portal:

- Lab results, appointment reminders or requests
- Updates to your demographic information. Please be sure that all information you enter is true, accurate, complete, and updated whenever there is a change.

The Patient Portal offers the following functions:

- View lab results that have been sent to you.
- View and print "Health Summary" document.
- View and submit updates to your health information.
- View a subset of your personal health information (allergies, medications, current problems, reschedule or cancel appointments.)
- Update your demographic information (i.e. address, phone numbers, etc...)
- Note: Communication via the Patient Portal may be included in your permanent medical record.

Privacy:

- All email address lists will be kept confidential and such lists will not be shared with other parties, unless necessary to carry out Patient Portal operations (e.g. perform system upgrades to the Portal) or as required by law.
- Please view the Notice of Privacy Practices for more information on how private health information is handled in our facility.
- Do not use Patient Portal for the exchange of information regarding highly sensitive medical issues (examples include but are not limited to HIV and other sexually transmitted diseases and mental health issues).
- If you have any concerns, please contact the Medical Records Department at 352 394-4035.

Response Time:

- After agreeing to the Patient Portal Terms and Conditions, a "Welcome" email will be sent to you.

This will provide a link to the Portal login screen. If you have not received an email from us within three (3) working days, please contact Shannon at 352 394-4035.

B. Medical Advice and Information Disclaimer

The Patient Portal may, from time to time, include information posted by Clermont Medical Center in the form of news, opinions, or general educational materials that should not be construed as specific medical advice or instruction from Clermont Medical Center. Information within the Patient Portal is intended to be used for medical diagnosis or treatment. The information posted by Clermont Medical Center on the Patient



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Portal should not be considered complete, nor should it be relied on to suggest a course of treatment for a particular individual. You should always seek the advice of your physician with any questions you may have regarding a medical condition and you should never disregard medical advice or delay in seeking it because of something you may have read on the Patient Portal.

C. Patient Portal Guidelines and Security

How our Secure Patient Portal Works

The Patient Portal is a webpage that uses encryption and other security measures designed to keep unauthorized persons from reading information or attachments. Secure information is designed to be read only by someone who knows the correct password or pass-phrase to log in to the Patient Portal site.

Availability of the Patient Portal

Access to this secure Patient Portal is an optional service, and may be suspended or terminated at any time and for any reason. If service is suspended or terminated, we will notify you as promptly as possible.

How to Participate in our Patient Portal:

1. Request access from Clermont Medical Center (see “Patient Portal Self Enrollment Instructions” section of this document). To register you must be at least eighteen (18) years of age and have an email address that was previously provided to our Reception department or Medical Records department.
2. Review the Patient Portal User Agreement, please sign and return the Agreement to the Reception department.
3. After the Patient Portal User Agreement is completed or accepted, you can expect to see a “Welcome” email. This email will instruct you on how to complete enrollment and create a login and password.
4. If the Medical Records Department completes your enrollment for you, once logged into the Portal, you should change your password to something only you will know. This is essential to ensure your information remains secure and private.
5. After the above is completed, you may proceed to use the Patient Portal.

Available Functionality on the Patient Portal:

Homepage: Allows you to view specific components of your medical record.

Health Record: You may view selected information entered into your electronic health record (e.g. allergies, lab results, diagnostic results, medication lists, and visit history, etc...). These are available for your review, to check for accuracy and to optionally print for other physicians or for your own records. If needed, you may obtain a full copy of your electronic health record by contacting Medical Records at 352-394-4035.

Medications: Allows you to view your current and past medications entered by your physician or other clinical staff.

Appointments: Allows you to view and request appointments. Some appointments may also be canceled via the portal.

Profile: Contains your demographic information, insurance information and personal contacts. You may also view and request changes to your information.



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Protecting Your Private Health Information and Risks:

The Patient Portal is designed to prevent unauthorized parties from being able to access or read information while in transmission by using encryption. Other security measures protected information maintained within the Patient Portal site. The website for the Patient Portal has a trusted site certificate, which is viewable from your browser's task bar.

Keeping messages secure depends on two additional factors: (a) the secure message must reach the correct email address, and (b) the authorized individual must be able to get access to it. Only you can make sure these two factors are present. You can do this by:

- Providing your correct email address
- Inform us of any changes to your email address
- Keep track of who has access to your Patient Portal account, so that only you or someone you have authorized can view your information.
- Protect your Patient Portal login information from anyone whom you do not want to access your Patient Portal account
- Notify us immediately of any unauthorized use of your login information or if you believe that your login is no longer confidential.

❖ Please Note!!!

- ❖ If you lose your password and need it reset you will have to come into our office to receive a new copy of your password and username. We CANNOT tell you over the phone, e-mail, or mail what your password is.
- ❖ To the fullest extent allowed by law, you agree to not hold Clermont Medical Center, its provider practices, its provider or any of its staff liable for network infractions beyond our control.
- ❖ We will not answer questions or send protected health information by regular email
- ❖ Do not use the Patient Portal for the exchange of information regarding highly sensitive medical issues (examples include but are not limited to HIV and other sexually transmitted diseases and mental health issues).
- ❖ Clermont Medical Center CANNOT and does not assume any responsibility for your use or misuse of PHI (Protected Health Information) or other information transmitted, monitored, stored or received while using the site.
- ❖ Clermont Medical Center reserves the right to amend or delete any uploaded content (along with the right to revoke any membership or restrict access to the site) that in Clermont Medical Center's sole discretion violates any provisions of this section or the terms or use in general.



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Policy and Terms of use Agreement

I understand and agree Clermont Medical Center Policy and Terms of use of the Patient Portal. Clermont Medical Center has the right, at its sole discretion, to make changes to portions of all these Terms of Use and the Privacy Policy at any time. You are responsible for checking these Terms of Use and the Privacy Policy periodically for changes. Your continued use of the Site means that You agree to any new or modified provision of these Terms of Use or the Privacy Policy posted on the Site.

Name: _____ DOB: _____

Signature: _____ Date: _____