



Patient Portal Terms of Service

These Terms of Service apply to the use of the electronic Patient Portal that is part of our electronic Medical Record system. The purpose of the Patient Portal is to make routine, non-emergency communication more convenient and to provide parents with better access to their children's health information. With a parent's permission, we also will allow adolescent patients with direct access to their medical information through the Patient Portal. Please follow the guidelines and contact us if you have any questions.

- **DO NOT** use the Patient Portal to communicate a medical emergency. Please dial 911 and then contact your child's doctor by telephone as soon as possible.
- **DO NOT** use the Patient Portal if your child is sick and you want to schedule an appointment for them to be seen today or you want advice from a nurse today. Please call the office to speak with someone.
- You agree not to use the Patient Portal for any purpose other than to communicate with us about your health needs or the health needs of your child. You agree not to circumvent any security safeguard that we use to protect the security of our information systems.
- Upon enrollment, you will provide your personal e-mail address. You will receive an e-mail whenever you have a message waiting for you on the Patient Portal. The e-mail will not contain confidential health information, but will prompt you to sign in to the Patient Portal to read your message. This e-mail address will also be the primary address for your or your child's account. You agree to use only your personal e-mail for this purpose, and not your work e-mail. If you change your personal e-mail, please notify us immediately. We will keep your e-mail address confidential and will not share this with other parties except as required by law.
- All communication via Patient Portal will be included in your or your child's permanent patient record.
- A parent's access to an adolescent's medical record may be limited by law under certain circumstances or for certain kinds of health information.
- A patient's account will automatically be deactivated the first business day of the month of their eighteenth birthday. If the patient would like to reactivate their account they must contact the clinic.
- **Ask Your Triage Nurse**
 - Proper subject matter for the Patient Portal includes non-urgent medical questions, appointment reminders, routine follow-up questions, and similar topics. Please avoid discussion around sensitive subject matter such as mental health issues, sexually transmitted diseases, genetic tests, or substance abuse treatment. These topics should be handled by direct, in person discussion with a Pediatrician or Pediatrics Nurse Practitioner. Please try to be concise when typing a message.

- Please provide your name and contact number as our Triage Nurse will need to call you to answer your question.
 - Messages will only be reviewed during our business hours Monday-Friday 8:00 am – 5:00 pm.
 - We will normally respond to messages within seventy-two hours, but no later than five business days after receipt in most cases.
 - Any of our staff may read your messages or reply in order to assist in your child’s healthcare. This is similar to how we handle telephone messages.
- If we are unable to access the Patient Portal for any reason we will attempt to have an automatic response inform you of this as soon as possible. The proper operation of the Patient Portal may be interrupted by problems with computer hardware or software, interruptions in internet services, computer viruses or other problems beyond our control. If you need to reach us and the Patient Portal is not working, please call the clinic.
 - All electronic communication from you to the practice should be through the Patient Portal. Do not use your regular e-mail account to send us confidential information since regular e-mail is not secure.
 - When we send you a message, our system will let us know when you have viewed it, so you do not need to reply that you have read it.
 - You can send refill requests for most medications. Please make sure we have your correct pharmacy information. Prescriptions will be refilled according to our medication refill policy. You may be required to schedule an appointment before your medication is refilled.
 - You can update selected demographic information (address, phone number, and contact information).

These Policies and Procedures are subject to change without prior notice. We retain the right to modify, discontinue or suspend the Patient Portal for any reason at any time.

Participation in the Patient Portal is voluntary.

There is no fee for the use of the Patient Portal.

| | | | | |
|--|--|---|---|--|
| <p>Chaska 111 Hundertmark Road Suite 420 Chaska, MN 55318</p> <p>(952) 448-3847 Fax: (952) 473-7908</p> | <p>Delano 916 St. Peter Avenue Suite 120 Delano, MN 55328</p> <p>(763) 230-2780 Fax: (952) 473-7908</p> | <p>Maple Grove 9325 Upland Lane North Suite 111 Maple Grove, MN 55369</p> <p>(763) 324-8000 Fax: (952) 473-7908</p> | <p>Minnetonka 14001 Ridgedale Drive Suite 100 Minnetonka, MN 55305</p> <p>(952) 473-0211 Fax: (952) 473-7908</p> | <p>Spring Park 4695 Shoreline Drive Suite A Spring Park, MN 55384</p> <p>(952) 495-8910 Fax: (952) 473-7908</p> |
|--|--|---|---|--|