

## GLENWOOD FAMILY MEDICINE PATIENT PORTAL AUTHORIZATION FORM

To use the Glenwood Family Medicine Patient Portal, you must obtain a username and password. You must have a permanent email address that you check consistently. When you sign the authorization form a username and temporary password will be emailed to you. **Your Portal Authorization Form will expire in one (1) year. You must sign a new authorization form annually. You can access the portal at [www.gotomyclinic.com/glenwood](http://www.gotomyclinic.com/glenwood)**

### **Important Information Regarding the Glenwood Family Medicine Patient Portal:**

- Use is limited to **non-emergency** communication and requests only. If you have an **emergency** you need call 911 or go to the nearest emergency room.
- The Glenwood Patient Portal is **not** checked on the weekends.
- Please allow up to **48 hours** to respond to communications and requests.
- Glenwood Patient Portal will **not** send any private health information to your e-mail.
- Glenwood Patient Portal will send you an e-mail only when necessary, to request that you access the secure Patient Portal to review private healthcare information that we have posted on your Patient Portal.

### **Glenwood Family Medicine Patient Portal Terms & Conditions:**

#### **Take steps to keep communications private and confidential including:**

- Do not store messages on your employer-provided computer; otherwise personal information can be accessible or owned by your employer.
- Keep your username and password safe and private.
- Do not allow other individuals or other third parties to access the computer(s) upon which you store medical communications.

#### **Communication Etiquette:**

- Confirm that your name and other personal information in the message is correct.
- Review the message before sending it to make sure that it is clear and that all relevant information is included.
- Update your contact information online as soon as it changes including your regularly used e-mail address.
- Glenwood Family Medicine will not use your e-mail account to send private health care communication due to lack of security.
- Glenwood Family Medicine will send a notification to your e-mail address when a message has been sent to you in your Patient Portal.

#### **Agreements & Procedures Relevant to Online Communications:**

- Glenwood Family Medicine will keep a copy of all medically important Patient Portal communications in your electronic medical record. This means that appropriate members of the staff will have access to these communications as part of our medical records keeping, treatment, and billing.
- You should print or securely store a copy of all Patient Portal communications that are important to you.
- Glenwood Family Medicine will not forward Patient Portal communications to third parties except as authorized or required by law.
- As a Portal user, you agree to follow the procedures that Glenwood Family Medicine implements to verify your identity in connection with Patient Portal communications and acknowledge that failure to comply with these procedures may terminate Patient Portal communications.
- Patient Portal communications will be used only for limited purposes. Patient Portal communications cannot be used for emergencies or time-sensitive matters. It should be used with caution.
- Glenwood Family Medicine will make every attempt to respond within the timeframe we have designated. However, there may be times when this is not feasible, and you understand and agree to accept variations in

response times and use other forms of communications with our office if Patient Portal responses are not satisfactory to you.

- While Glenwood Family Medicine will take reasonable precautions to protect your information, we are not liable for improper disclosure of confidential information unless it was caused by our intentional misconduct.
- You are responsible for taking steps to protect yourself from unauthorized use of Patient Portal communications, such as keeping your password confidential. Glenwood Family Medicine is not responsible for breaches of confidentiality caused by you or an independent third party.

**Access & Use of Online Communications:**

- Online communications does not decrease or diminish any of the other ways in which you can communicate with our physicians and staff. It is an additional option and not a replacement. You are encouraged to contact our office via telephone, mail or in person, as always, if you have any questions or needs.
- In addition to online communication, you may be directed to contact us via telephone or in person at any time.
- We may stop providing online communications with you or change the services we provide online at any time without prior notification to you.

**Risks of Using Online Patient Portal Communications:**

All medical communications carry some level of risk. While the likelihood of risks associated with the use of online Patient Portal communications, particularly in a secure environment, is substantially reduced, the risks are nonetheless real and very important to understand. It is very important that you consider these risks each time you plan to communicate with us, and communicate in such a fashion as to mitigate the potential for any of these risks. These risks include, but are not limited to:

- Online communications may travel much further than you planned. It is easier for online communications to be forwarded, intercepted, or even changed without your knowledge.
- Online communication is easier to falsify than handwritten or signed hard copies. A dishonest person could attempt to impersonate you to try to get your medical records.
- It is harder to get rid of an online communication. Backup copies may exist on a computer or in cyberspace, even after you have deleted your copies.
- Online communication is not private simply because it relates to your own medical information. We use a secure network for the Patient Portal and avoid using standard e-mail or e-mail systems provided by employers to transmit private health care information. Employers and online services have a right to inspect and keep online communications transmitted through their system.
- Online communications are also admissible as evidence in court.
- Online communications may disrupt or damage your computer if a computer virus is attached.

**Patient Acknowledgement and Agreement**

***By using the “Glenwood Family Medicine Patient Portal” you acknowledge that you have read and fully understand the Terms & Conditions as described. You understand the procedures and risks associated with online communications with your healthcare team and you consent to the conditions described.***

\_\_\_\_\_  
**Patient Name** (Please Print)

\_\_\_\_\_  
**Date of Birth**

\_\_\_\_\_  
**Patient or Guardian Signature**

\_\_\_\_\_  
**Date**

\_\_\_\_\_  
**Email Address**